

Footscray Hospital

September 2016

# About the Victorian Healthcare Experience Survey

The Victorian Healthcare Experience Survey (VHES) is a statewide survey of people's public healthcare experiences. The Ipsos Social Research Institute - an independent contractor - conducts the survey on behalf of the Victorian Department of Health and Human Services using questionnaires based on the internationally recognised work of the Picker Institute.

The VHES allows a wide range of people to provide feedback on their experiences and provides specialised questionnaires for:

- adult and child inpatients, including parents/guardians
- adult and child emergency department attendees, including parents/guardians.
- maternity consumers
- adult and child specialist clinic consumers

These questionnaires are distributed to a randomly selected group of eligible people from each health service in the month following the hospital discharge or the emergency department attendance.

For further information about the VHES please contact: [vhes@dhhs.vic.gov.au](mailto:vhes@dhhs.vic.gov.au)

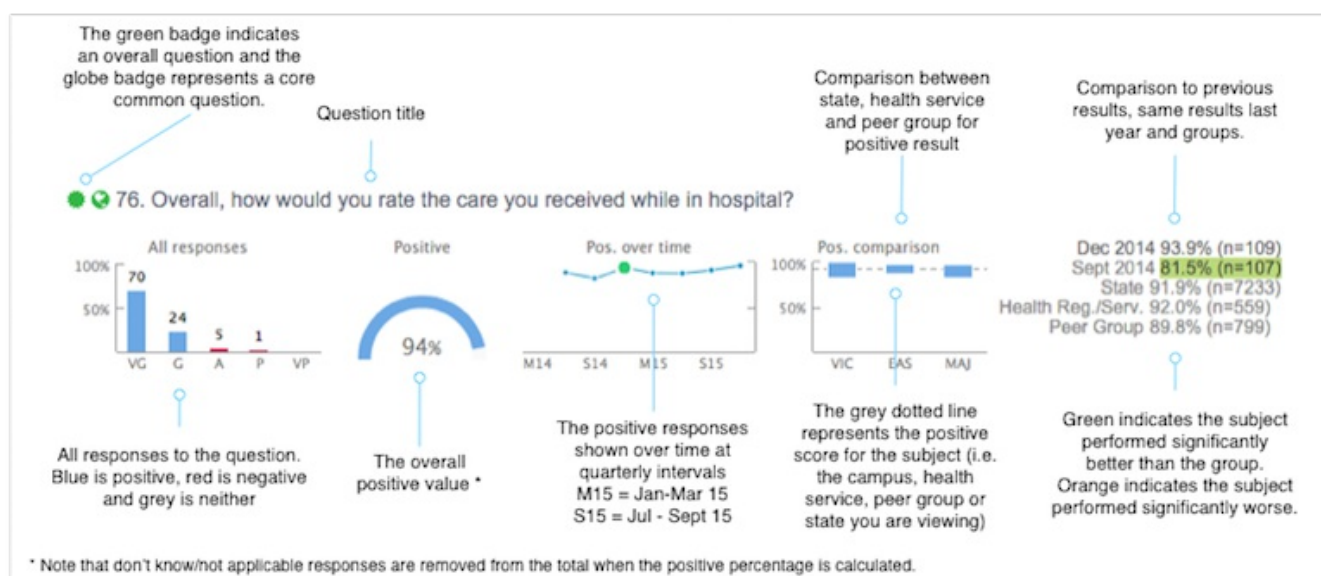
## About this report

This report provides results for your campus or health service for all patient categories for which a sufficient sample size (n=42) was achieved in the period July - Sept 2016.

This PDF was generated on 05 02 2017.

Answers to frequently asked questions and further information about the project's methodology are available in the appendix of this report.

The diagram below describes how to interpret each chart



# Table of Contents

- Overall Experience
- Adult Inpatient
- Adult Emergency
- Paediatric Emergency
- Adult Specialist Clinics
- Methodology
- Help

# Footscray Hospital

Footscray Hospital is a member of Western Health health service (WES) and is within the Major peer group (MAJ).

The Major peer group consists of the following campuses

Box Hill Hospital  
Footscray Hospital  
University Hospital, Geelong  
Maroondah Hospital  
The Northern Hospital  
Frankston Hospital  
Dandenong Hospital  
Sunshine Hospital

## Response rates

### Adult Inpatient

353 questionnaires sent, 104 received. Response rate - 29%

### Adult Emergency

316 questionnaires sent, 50 received. Response rate - 16%

### Paediatric Emergency

98 questionnaires sent, 15 received. Response rate - 15%

0-7 57 sent, 9 rec'd 16%

8-15 41 sent, 6 rec'd 15%

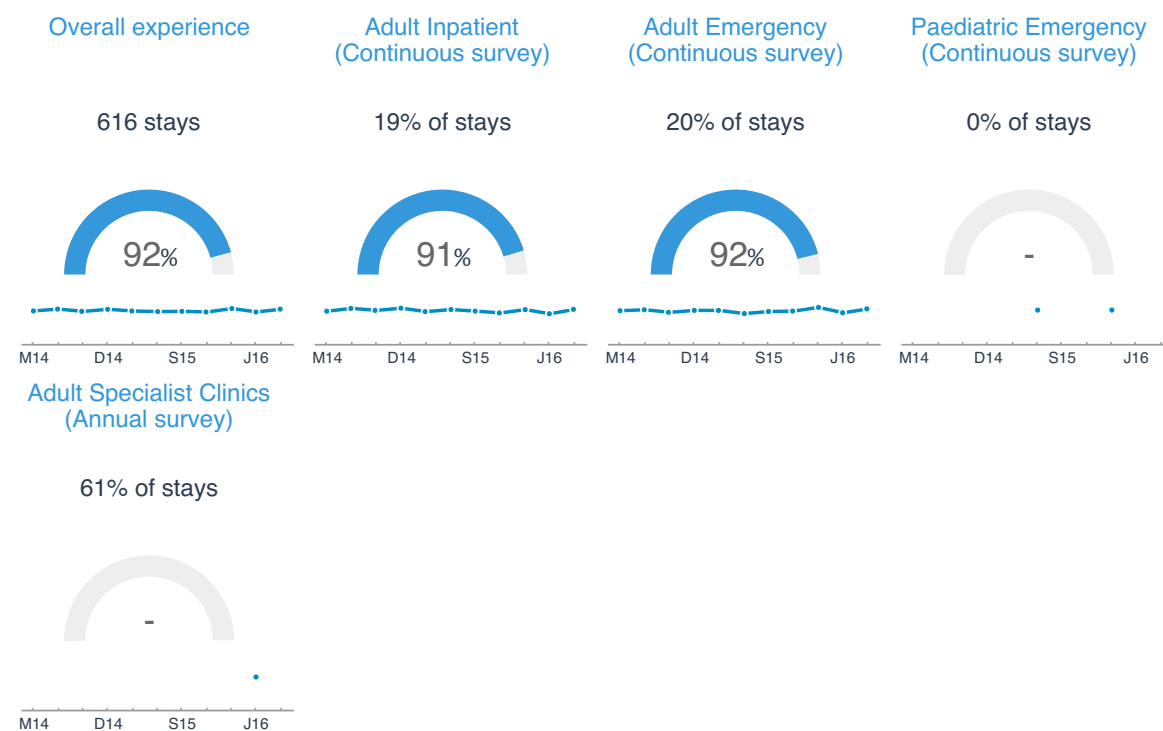
### Adult Specialist Clinics

Response rate unavailable.

## Campus Wide Experience - Sept 2016

In July - Sept 2016, 91.55% of patients from Footscray Hospital rated their overall hospital experience as either 'very good' or 'good'.

This is no significant change in the proportion rating their experience as either 'very good' or 'good' compared to July - Sept 2015, when this proportion was 85.73%.



# Adult Inpatient - July 2016 - September 2016

## Overall Experience and Key Aspects of Care

The VHES Adult inpatient questionnaire seeks to discover the experience of people, 16 and over, who have been admitted to one of 116 Victorian public hospitals. Potential respondents are randomly selected from people who were discharged from the health service in the preceding month.

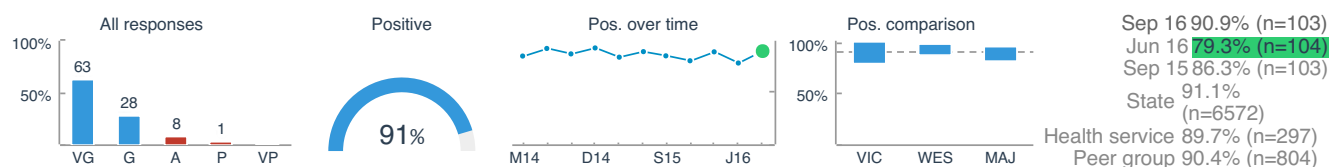
This section features the overall experience question, and the three key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult inpatient category.

Key aspects of care questions are identified with a ★

Overall experience questions are identified with a 🌱

Analysis shows that if a campus providing adult inpatient services improves the care and treatment provided by nurses, teamwork between doctors and nurses and the discharge process, patients' overall experience is likely to improve.

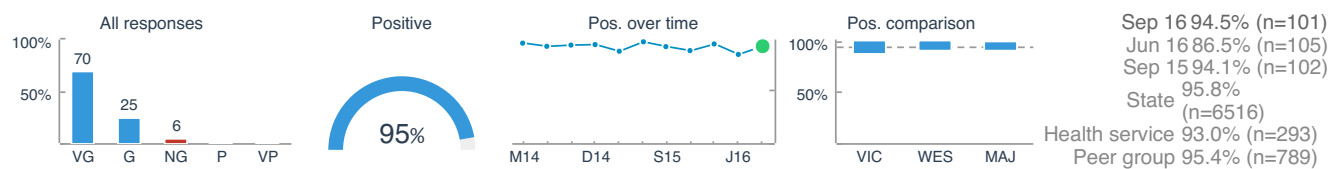
🌱 76. Overall, how would you rate the care you received while in hospital? [View data](#)



Answers

VG - Very good G - Good A - Adequate P - Poor VP - Very poor

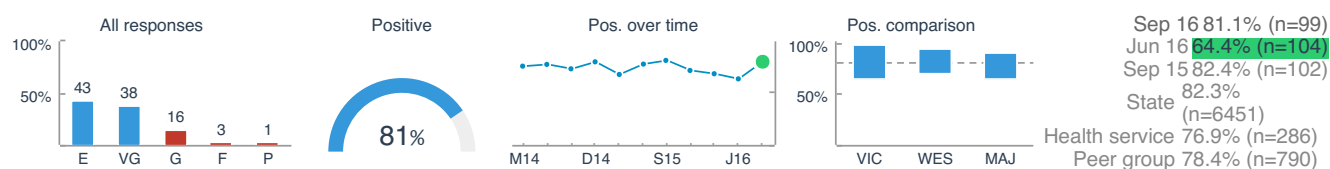
★ 29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



Answers

VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

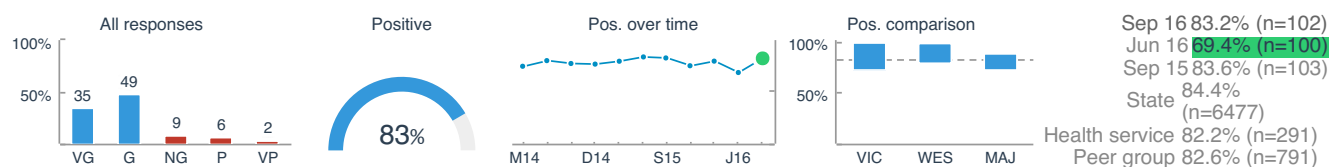
★ 41. How would you rate how well the doctors and nurses worked together? [View data](#)



Answers

E - Excellent VG - Very good G - Good F - Fair P - Poor

★ 74. Overall, how would you rate the discharge process? [View data](#)



Answers

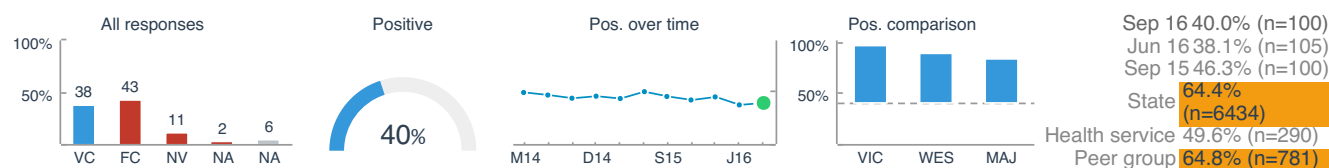
VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

# Adult Inpatient - July 2016 - September 2016

## Core Common Questions

These are a nationally-endorsed set of hospital-level survey questions and are used for adult inpatients in surveys throughout Australia. In the survey they are marked with a 🌱 symbol.

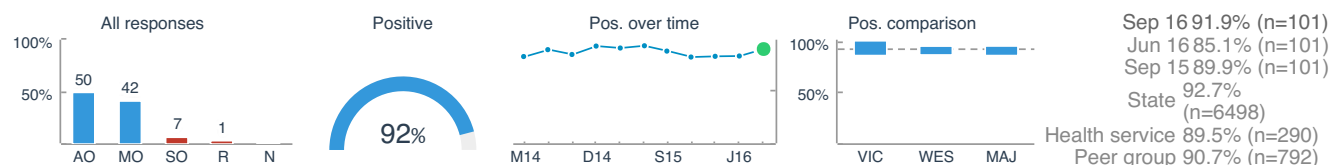
🌱 13. How clean were the toilets and bathrooms that you used in hospital? [View data](#)



Answers

**VC** - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean **NA** - Not applicable

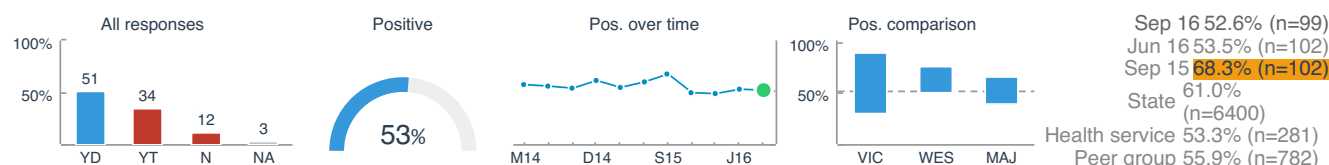
🌱 33. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

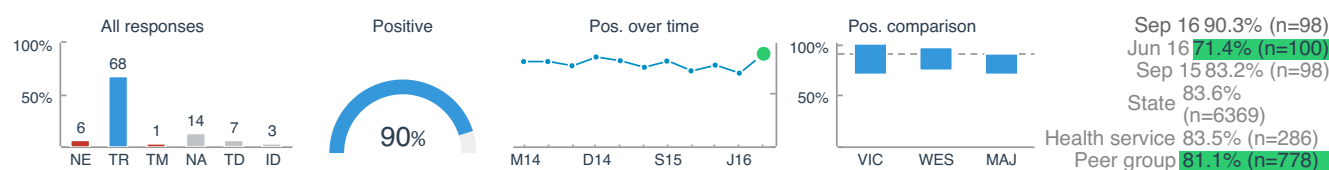
🌱 37. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

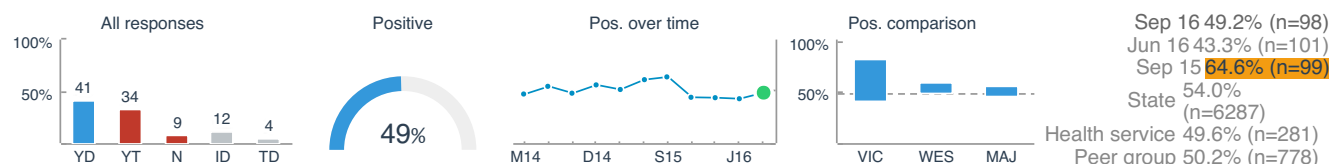
🌱 39. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



Answers

**NE** - Not enough **TR** - The right amount **TM** - Too much **NA** - Not applicable **TD** - They did not want this **ID** - I didn't want this

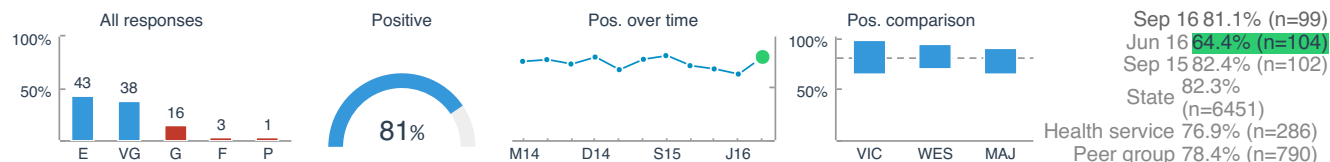
🌱 40. Did your family or someone close to you have enough opportunity to talk to the staff? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't want this **TD** - They didn't want this

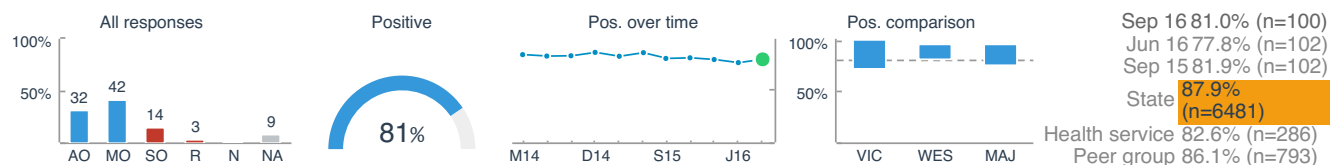
★ 41. How would you rate how well the doctors and nurses worked together? [View data](#)



Answers

E - Excellent VG - Very good G - Good F - Fair P - Poor

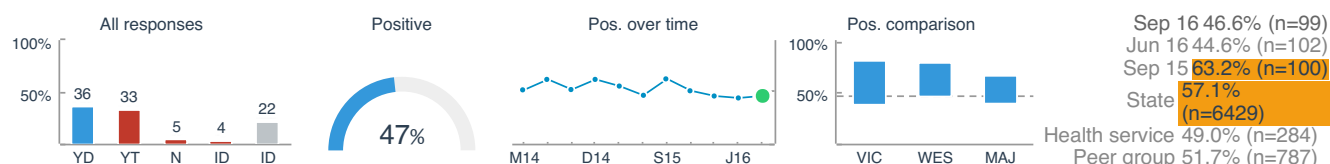
42. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never NA - Not applicable

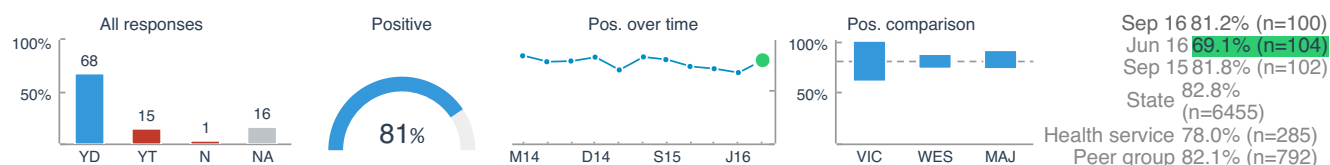
43. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

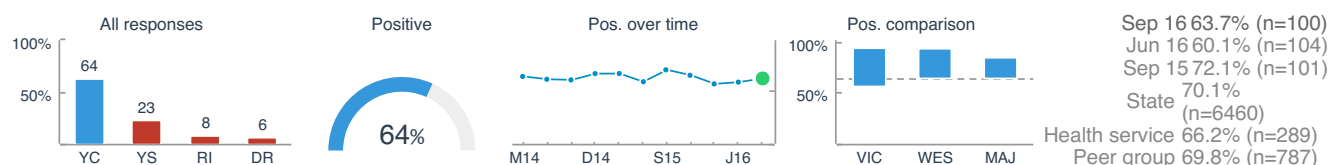
47. Do you think the hospital staff did everything they could to help manage your pain? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

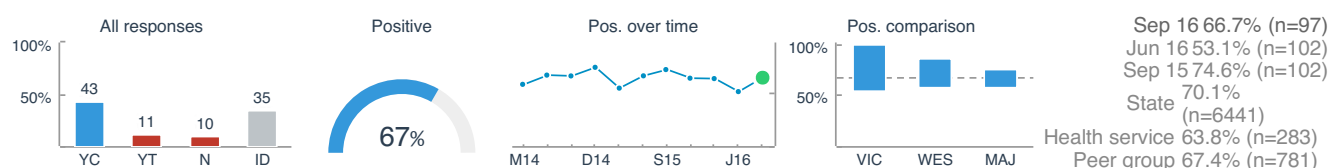
69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

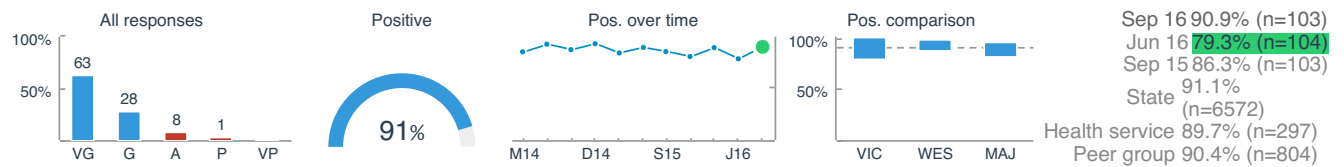
71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No ID - I didn't need this

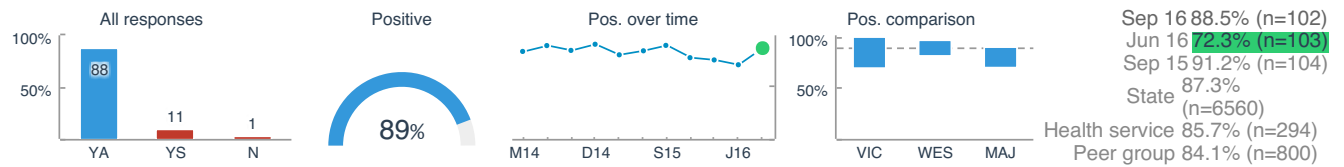
🌱🌍 76. Overall, how would you rate the care you received while in hospital? [View data](#)



Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

🌱🌍 78. Overall, did you feel you were treated with respect and dignity while you were in hospital? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

# Adult Inpatient - July 2016 - September 2016

## Spotlight

### Transitions index adult inpatient

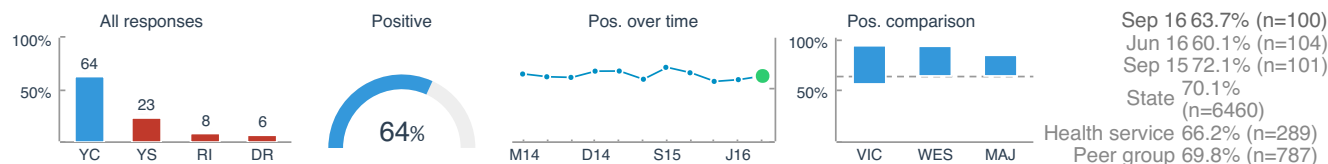
The transitions index has been developed with the aim of improving processes relating to discharge planning. It incorporates the average of the positive scores for four adult inpatient questions relating to discharge. The index provides an overview of how hospitals, health services, peer groups and the state are performing in the discharge process.

The transitions index is shown below followed by the four questions that contribute to the index.



n represents the average n across questions within the Spotlight. [View data »](#)

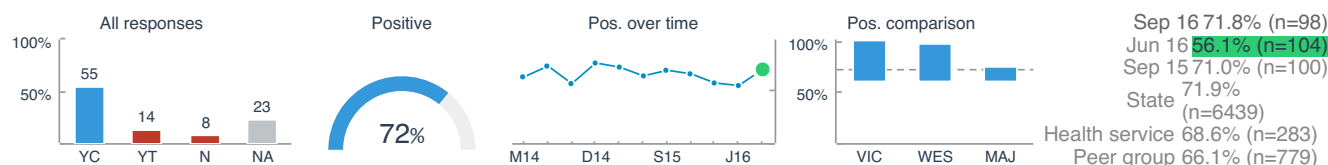
#### 69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



#### Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

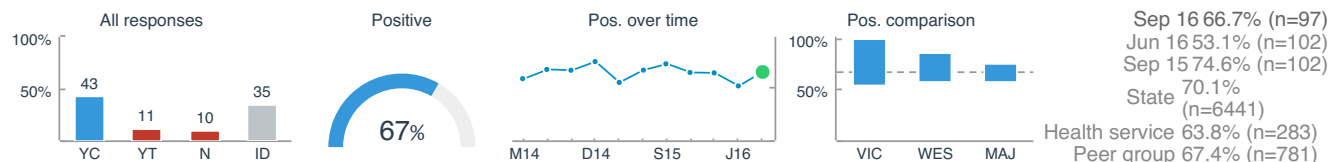
#### 70. Did hospital staff take your family or home situation into account when planning your discharge? [View data](#)



#### Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

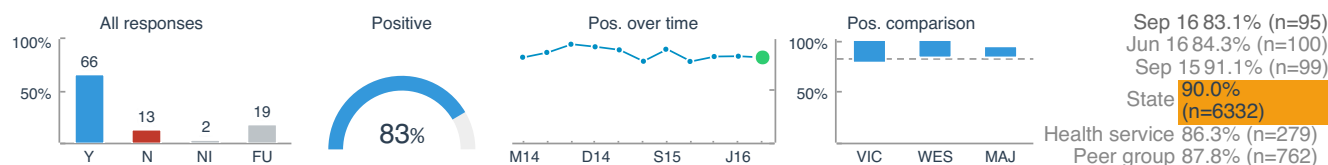
#### 71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



#### Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **ID** - I didn't need this

#### 72. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital? [View data](#)



#### Answers

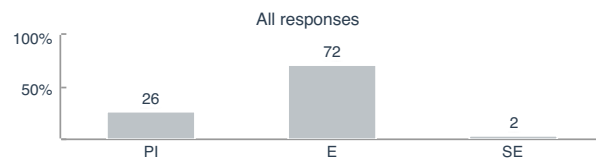
**Y** - Yes **N** - No **NI** - No info was needed **FU** - Follow up wasn't required

## Adult Inpatient - July 2016 - September 2016

### Admission To Hospital

Patients were asked whether their hospital stay was planned in advance or an emergency.

1. Was this hospital stay planned in advance or an emergency?



#### Answers

**PI** - Planned in advance **E** - Emergency **SE** - Something else

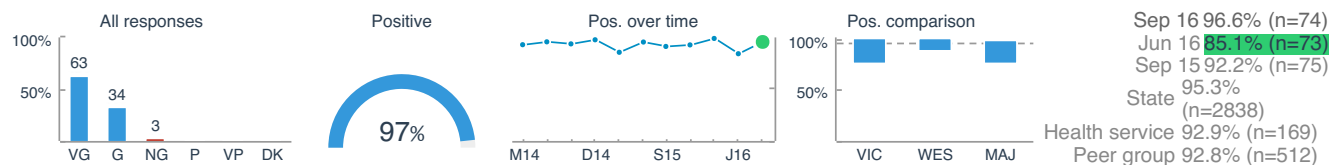
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# Adult Inpatient - July 2016 - September 2016

## The Emergency Department

In this section, patients who arrived at hospital via the Emergency Department were asked to rate the politeness and courtesy of staff and the care and treatment they received from the doctors and nurses in the ED.

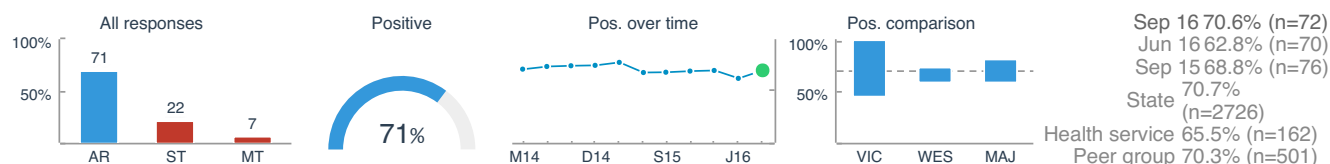
### 2. How would you rate the politeness and courtesy of staff in the ED? [View data](#)



#### Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **DK** - Don't know

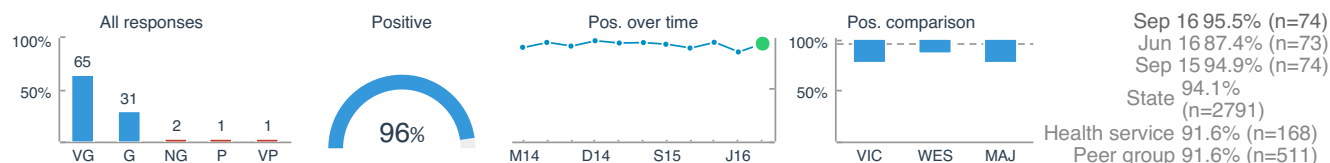
### 3. Do you think the amount of time you spent in the ED was...? [View data](#)



#### Answers

**AR** - About right **ST** - Slightly too long **MT** - Much too long

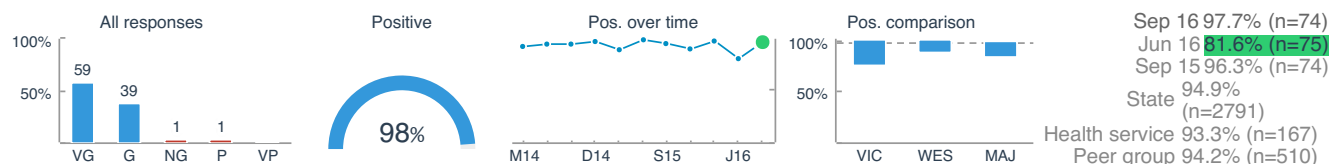
### 4. Overall, how would you rate the care and treatment you received from your doctors in the ED? [View data](#)



#### Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

### 5. Overall, how would you rate the care and treatment you received from your nurses in the ED? [View data](#)



#### Answers

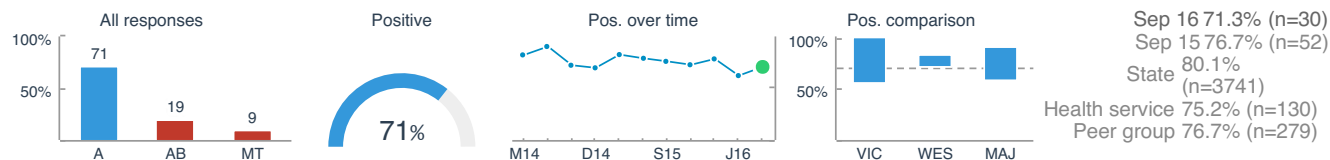
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

## Adult Inpatient - July 2016 - September 2016

### Waiting List Or Planned Admission

Those whose hospital stay was planned in advance were asked how they felt about the length of time they were on the waiting list before their admission to hospital and whether they received sufficient information about their hospital stay before their arrival.

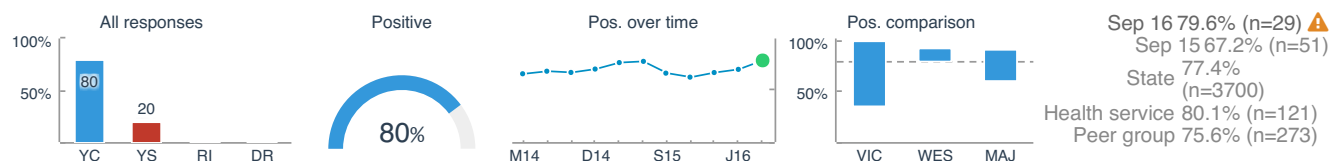
6. How do you feel about the length of time you were on the waiting list before your admission to hospital? [View data](#)



#### Answers

**A** - Appropriate **AB** - A bit too long **MT** - Much too long

7. Before your arrival, did you receive sufficient information about your hospital stay? [View data](#)



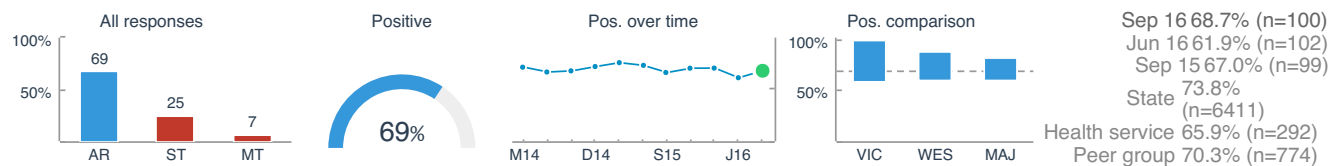
#### Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

# Adult Inpatient - July 2016 - September 2016

## All Types Of Admission

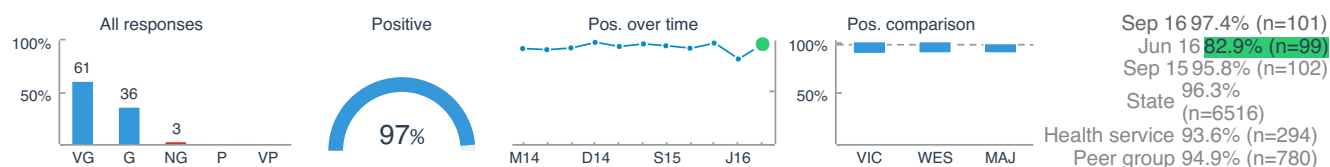
8. Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...? [View data](#)



Answers

**AR** - About right **ST** - Slightly too long **MT** - Much too long

9. How would you rate the politeness and courtesy of admissions staff? [View data](#)



Answers

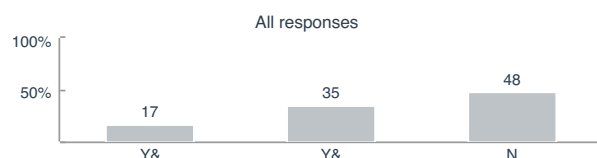
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

# Adult Inpatient - July 2016 - September 2016

## The Hospital & Ward

This section explored the physical environment of the hospital and ward. Patients were asked about the cleanliness of their ward and the toilets and whether hand-wash gels were available for patients and visitors. They were also asked if they shared a room with a patient of the opposite sex.

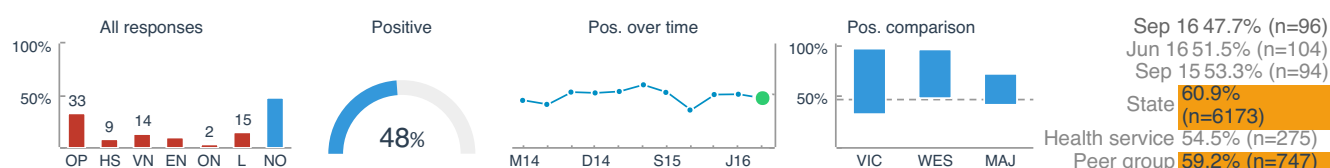
10. During your hospital stay, did you share a room with a patient of the opposite sex?



Answers

**Y&** - Yes & this was a concern **Y&** - Yes & this was not a concern **N** - No

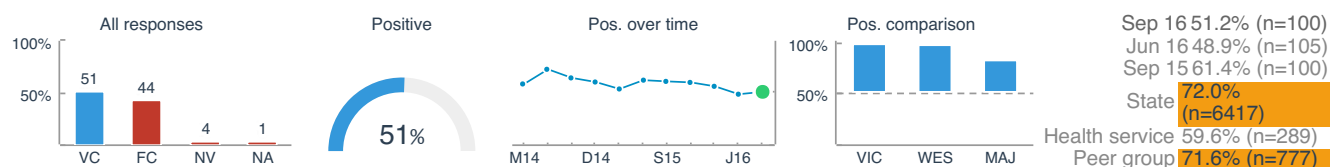
11. During your hospital stay, were you ever bothered by any of the following? (Please select all that apply) [View data](#)



Answers

**OP** - Other patients' noise **HS** - Hospital staff noise **VN** - Visitors' noise **EN** - Equipment noise **ON** - Other noise **L** - Lighting **NO** - None of the above

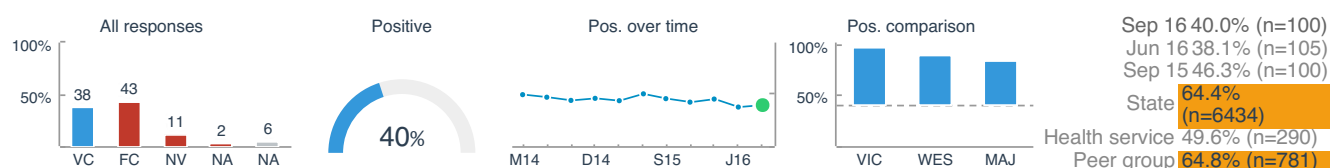
12. In your opinion, how clean was the hospital room or ward that you were in? [View data](#)



Answers

**VC** - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean

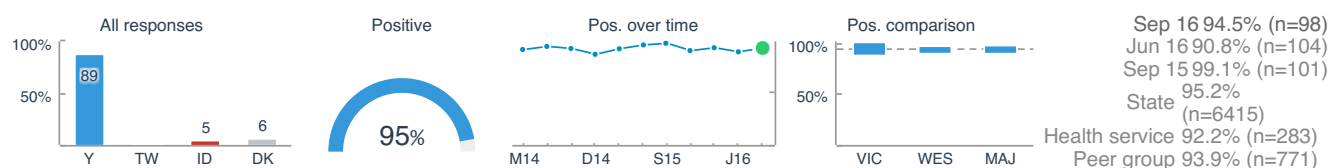
13. How clean were the toilets and bathrooms that you used in hospital? [View data](#)



Answers

**VC** - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean **NA** - Not applicable

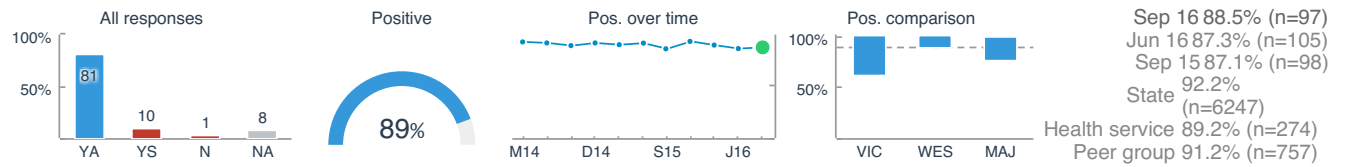
14. Were hand-wash gels available for patients and visitors to use? [View data](#)



Answers

**Y** - Yes **TW** - They were empty **ID** - I did not see any **DK** - Don't know

15. Did you feel friends and family were welcome to visit you? [View data](#)



Answers

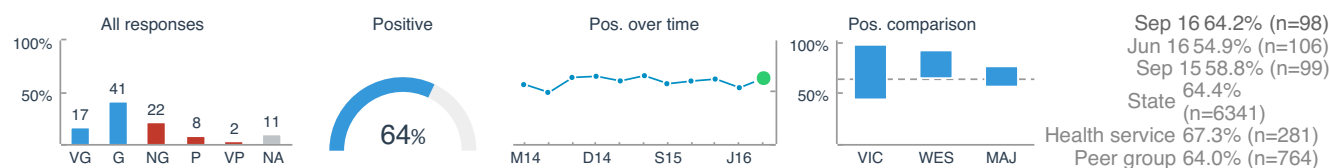
**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

# Adult Inpatient - July 2016 - September 2016

## Food

In this section, patients were asked whether the hospital food was suitable for their dietary needs and whether they received enough help from staff to eat their meals. Patients were also asked to rate the hospital food.

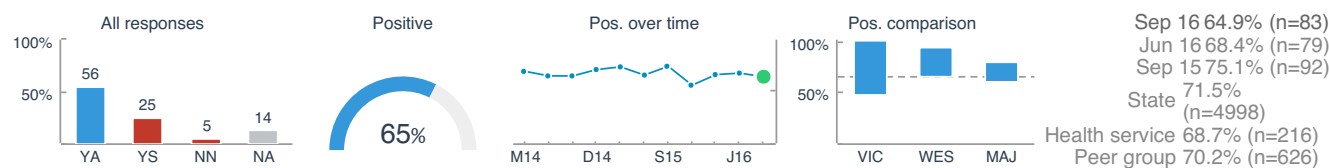
16. How would you rate the hospital food? [View data](#)



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **NA** - Not applicable

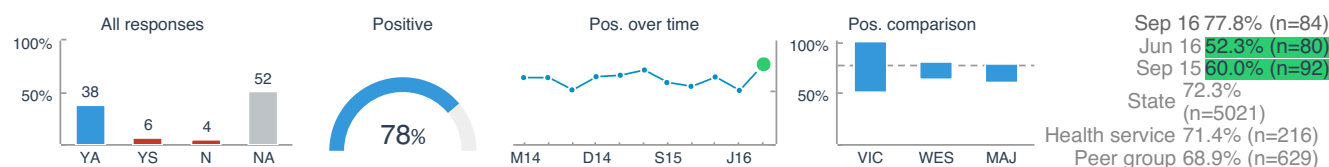
17. Was the hospital food suitable for your dietary needs (for example medical, cultural, or religious needs or personal preference)? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **NN** - No, never **NA** - Not applicable

18. Did you get enough help from staff to eat your meals? [View data](#)



Answers

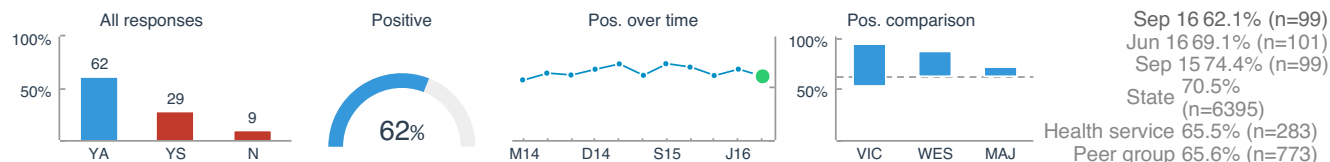
**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

# Adult Inpatient - July 2016 - September 2016

## Your Doctors

This section covers the care provided specifically by doctors. It includes whether the patient felt that the doctors treating them knew enough about their medical history and whether they had confidence and trust in these doctors. Patients were also asked about the doctors' compassion, and to rate the care they received from doctors overall.

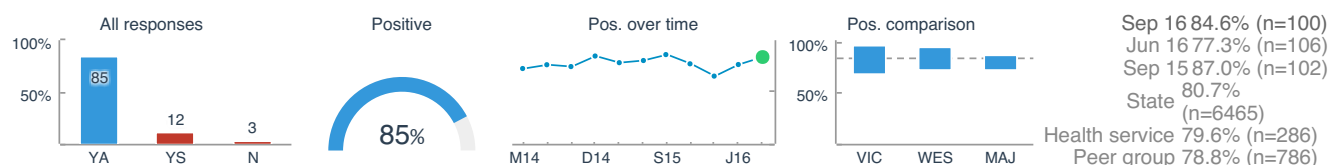
19. During your hospital stay, did the doctors who treated you know enough about your medical history? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

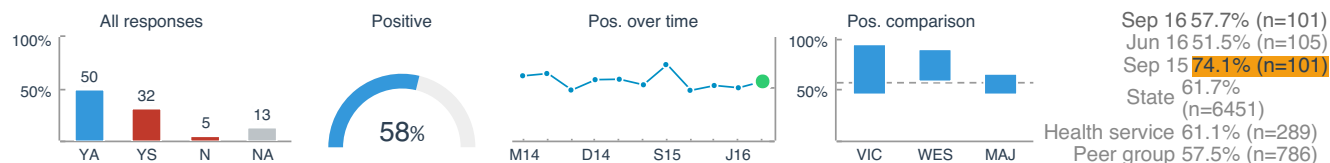
20. Did you have confidence and trust in the doctors treating you? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

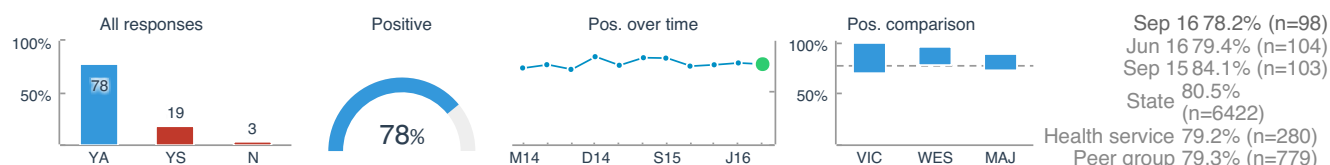
21. If you needed to talk to a doctor, did you get the opportunity to do so? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

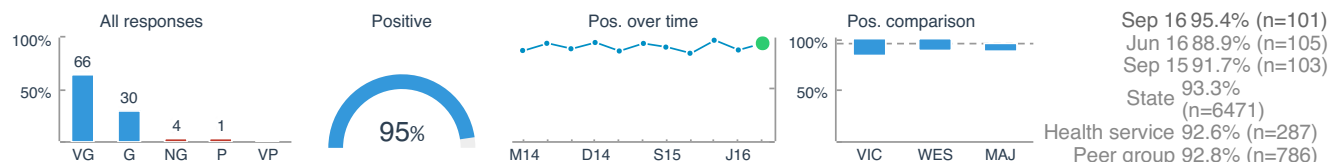
22. Were the doctors treating you compassionate? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

23. Overall, how would you rate the care and treatment you received from your doctors? [View data](#)



Answers

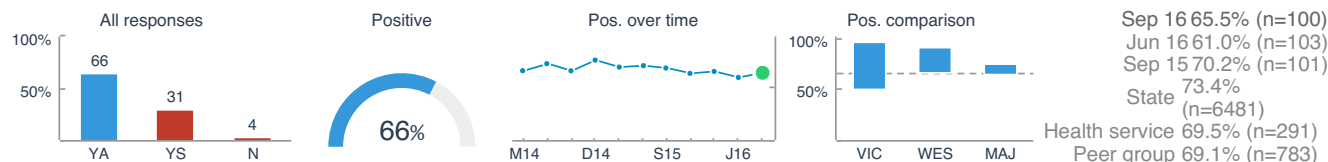
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

# Adult Inpatient - July 2016 - September 2016

## Your Nurses

This section covers the care provided specifically by nurses. It included questions about nurses' knowledge of patients' condition and treatment and patients' feelings of confidence and trust in nurses. Patients were also asked whether the nurses treated them compassionately and to rate the treatment they received from the nurses.

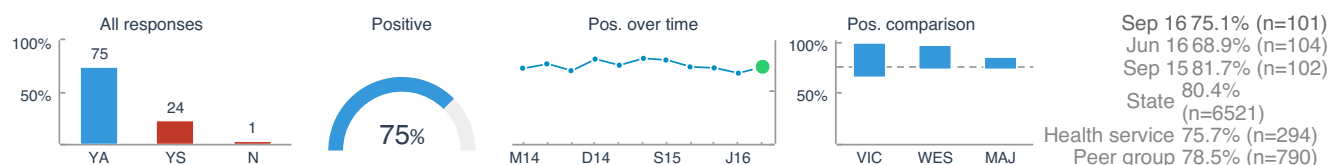
24. During your hospital stay, did the nurses who treated you know enough about your condition and treatment? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

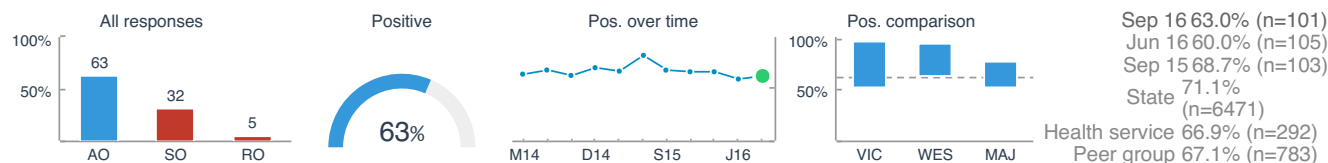
25. Did you have confidence and trust in the nurses treating you? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

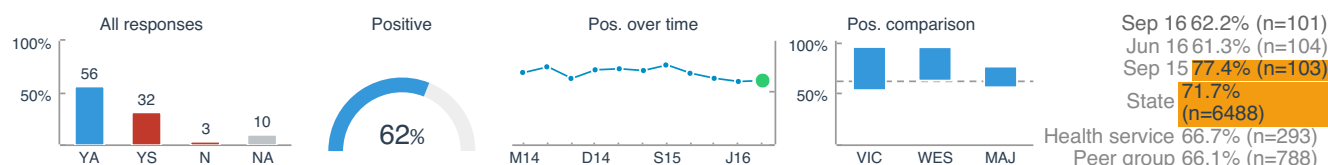
26. In your opinion, were there enough nurses on duty to care for you in hospital? [View data](#)



Answers

**AO** - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

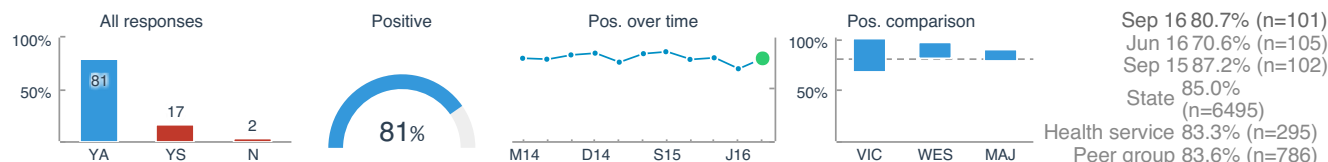
27. If you needed to talk to a nurse, did you get the opportunity to do so? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

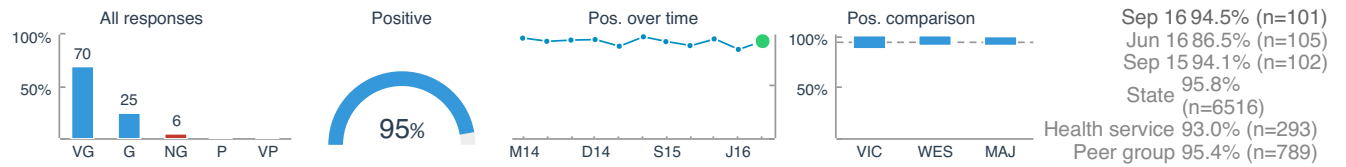
28. Were the nurses treating you compassionate? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

★ 29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



#### Answers

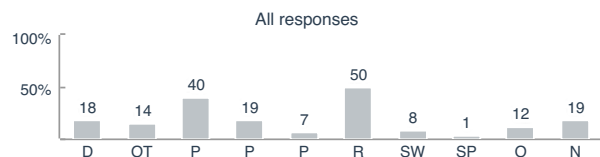
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

## Adult Inpatient - July 2016 - September 2016

### Other Healthcare Professionals

In this section, patients were asked about the quality of care and treatment they received from health professionals other than doctors and nurses.

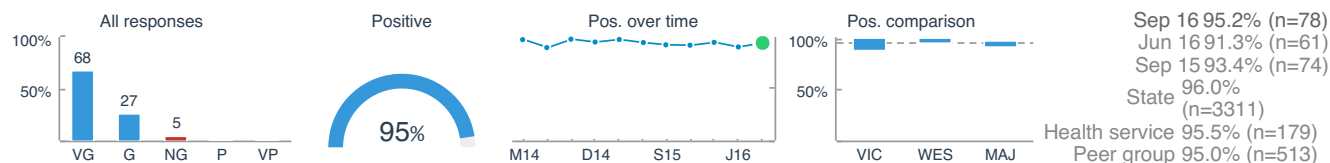
30. Which, if any, of the following other healthcare professionals did you receive care or treatment from during this hospital stay? (Please select all that apply)



#### Answers

**D** - Dietician **OT** - Occupational Therapist **P** - Pharmacist **P** - Physiotherapist **P** - Psychologist **R** - Radiographer **SW** - Social worker  
**SP** - Speech Pathologist **O** - Other **N** - None

31. Overall, how would you rate the care and treatment you received from these other healthcare professionals? [View data](#)



#### Answers

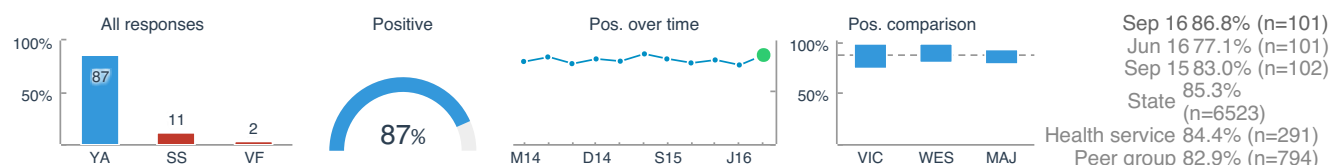
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

# Adult Inpatient - July 2016 - September 2016

## Your Care

This section covers care provided by all health professionals to patients during their hospital stay. Patients were asked whether the staff treating and examining them introduced themselves and their role and how often doctors, nurses and other healthcare professionals explained things in a way the patient could understand. Questions also covered the behaviour of the hospital staff, including whether they talked about the patient as if they weren't there and whether they cleaned their hands or put on gloves before examining the patient. Patients were also asked how much information was given to them and their relatives about their condition and treatment and whether they received emotional support and assistance from hospital staff during their stay.

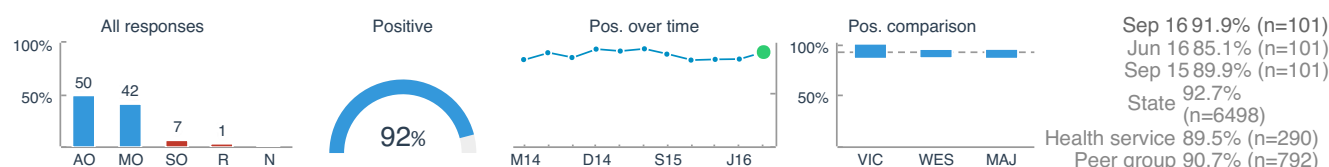
32. Did the staff treating and examining you introduce themselves and their role? [View data](#)



Answers

**YA** - Yes, all staff **SS** - Some staff **VF** - Very few / none

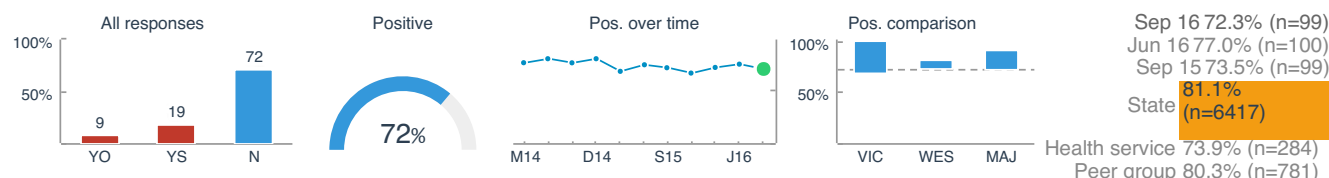
33. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

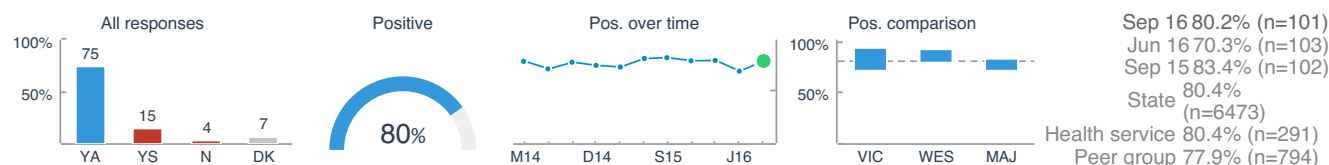
34. While you were in hospital, did hospital staff talk about you as if you weren't there? [View data](#)



Answers

**YO** - Yes, often **YS** - Yes, sometimes **N** - No

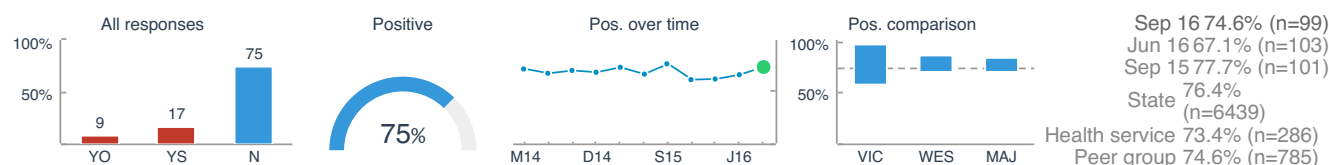
35. Did you see hospital staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining you? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **DK** - Don't know

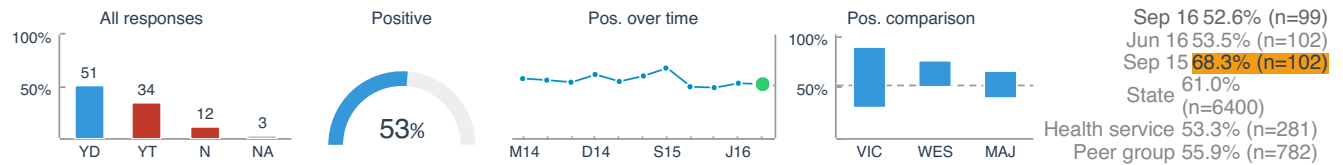
36. Sometimes in a hospital, a member of staff will say one thing about your care and another will say something quite different. Did this happen to you? [View data](#)



Answers

**YO** - Yes, often **YS** - Yes, sometimes **N** - No

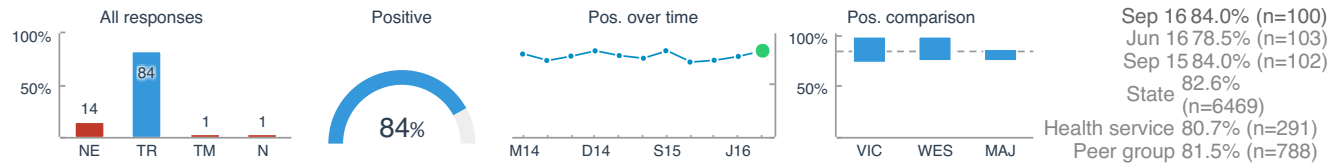
🌱 37. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

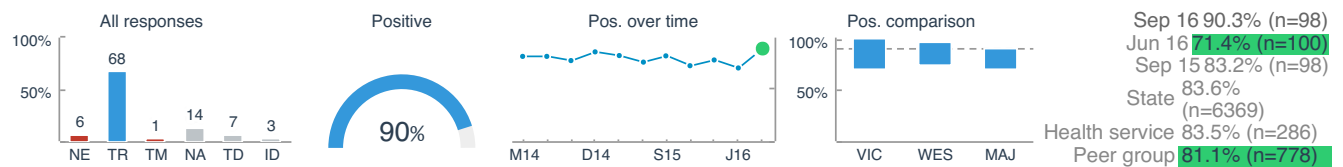
38. How much information about your condition and treatment was given to you? [View data](#)



Answers

**NE** - Not enough **TR** - The right amount **TM** - Too much **N** - None

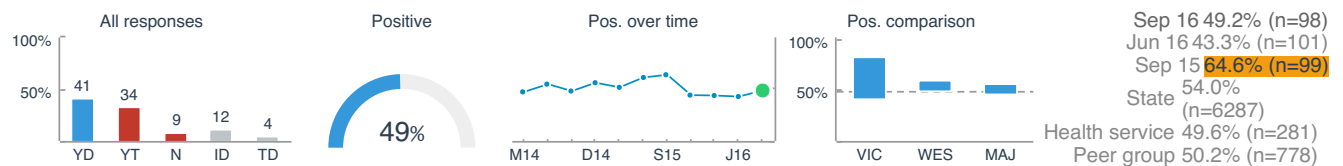
🌱 39. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



Answers

**NE** - Not enough **TR** - The right amount **TM** - Too much **NA** - Not applicable **TD** - They did not want this **ID** - I didn't want this

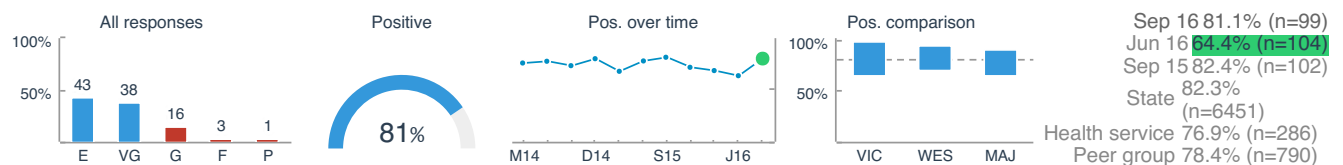
🌱 40. Did your family or someone close to you have enough opportunity to talk to the staff? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't want this **TD** - They didn't want this

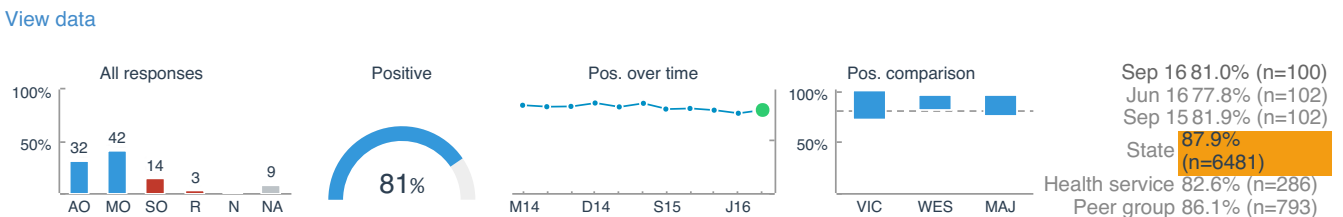
★ 🌱 41. How would you rate how well the doctors and nurses worked together? [View data](#)



Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

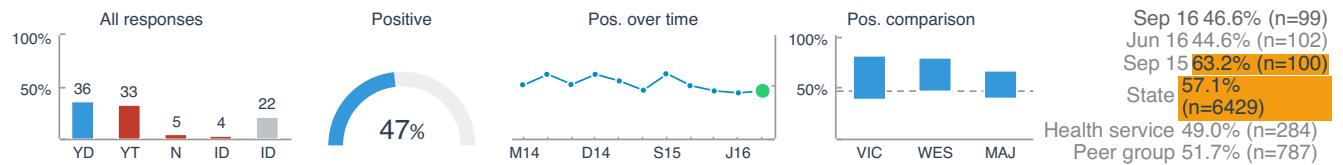
🌱 42. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never **NA** - Not applicable

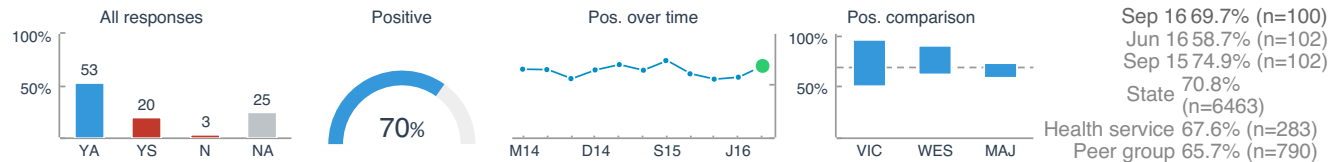
📍 43. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't raise them **ID** - I didn't have any

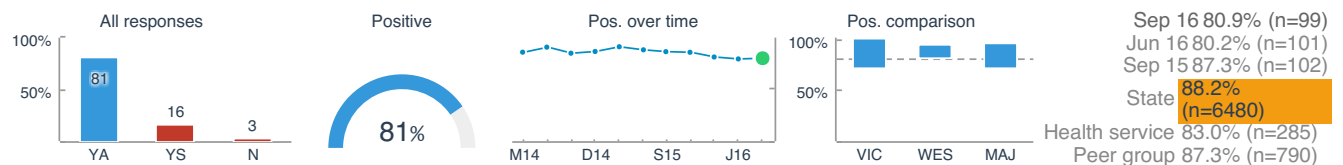
44. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

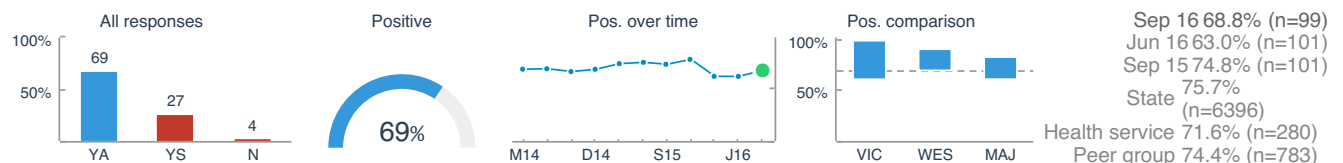
45. Were you given enough privacy when being examined or treated? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

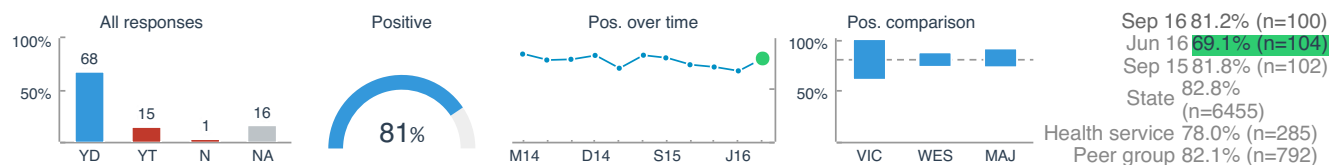
46. At other times during your hospital stay did you have enough privacy? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

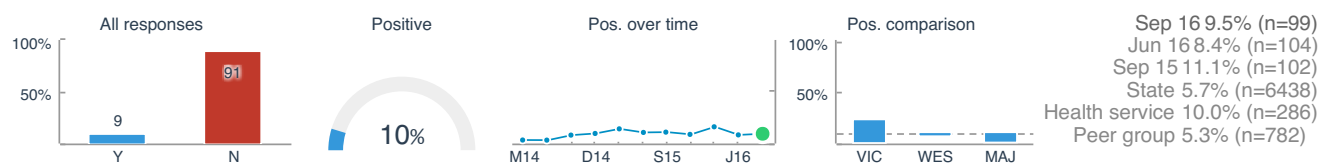
📍 47. Do you think the hospital staff did everything they could to help manage your pain? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

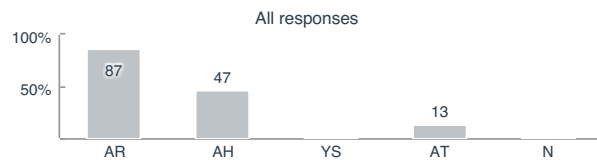
48. Do you need any help understanding English? [View data](#)



Answers

**Y** - Yes **N** - No

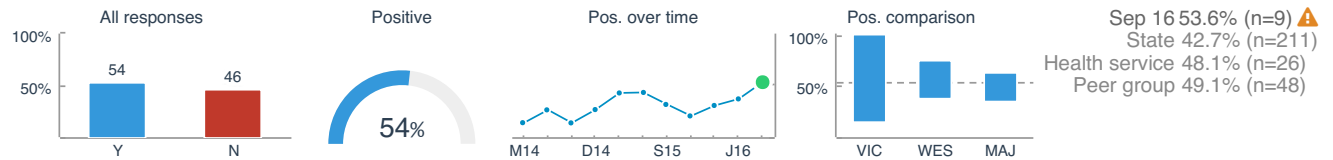
49. When you were in hospital, was there someone who could interpret for you?



Answers

**AR** - A relative or friend **AH** - A hospital interpreter **YS** - Yes, someone else on hospital staff **AT** - A telephone interpreter **N** - No

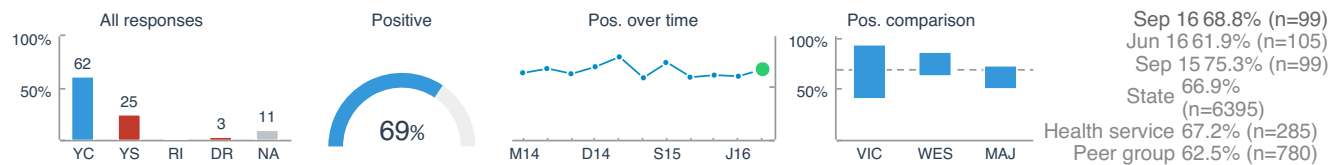
50. Were you given any information (e.g. leaflets) in your language? [View data](#)



Answers

**Y** - Yes **N** - No

51. Did you receive sufficient information about any medication you were given while in hospital (e.g. purpose, side effects and how to administer the medication)? [View data](#)



Answers

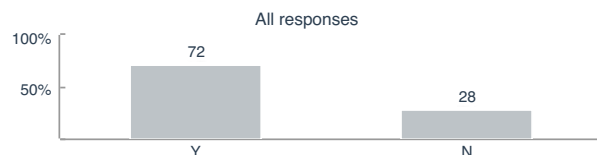
**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info **NA** - Not applicable

## Adult Inpatient - July 2016 - September 2016

### Tests

This section covers any tests (such as X-rays or scans) experienced by patients during their hospital stay. Those who received tests were asked whether a staff member explained why the patient needed the tests and the results of the tests in a way they could understand.

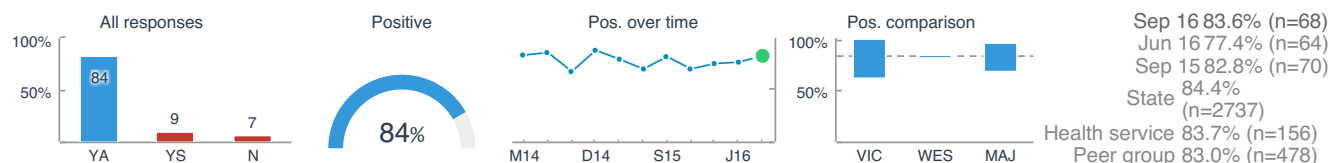
52. During your stay in hospital, did you have any tests, X-rays or scans?



#### Answers

**Y** - Yes **N** - No

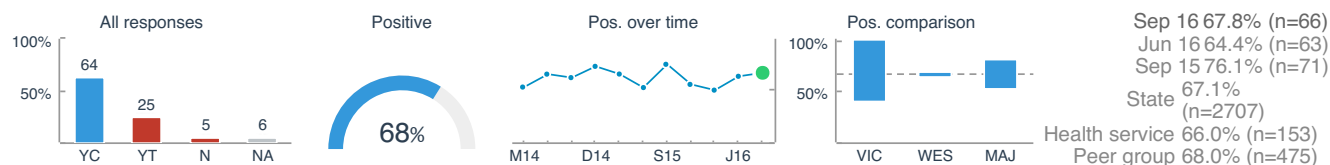
53. Did a member of staff explain why you needed these test(s) in a way you could understand? [View data](#)



#### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

54. Did a member of hospital staff explain the results of the tests in a way you could understand? [View data](#)



#### Answers

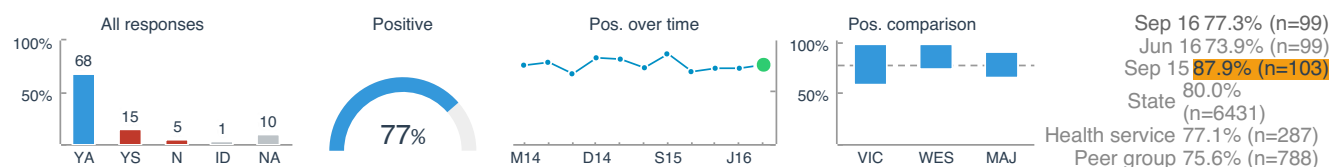
**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

# Adult Inpatient - July 2016 - September 2016

## Your Treatments

In this section, patients were asked about any treatments (such as injections, dressings or physiotherapy) they experienced while in hospital. Questions covered whether the purpose of any treatments they received was explained to them and whether they felt that they could refuse any treatment that they did not agree with or want. Patients were also asked whether their permission was sought if any students accompanied any health professionals and whether they were comfortable with the students' presence.

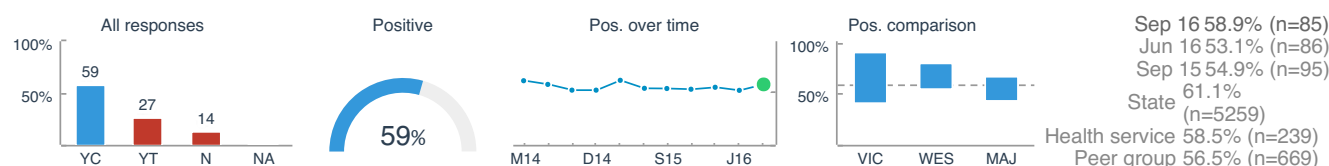
55. Did hospital staff explain the purpose of any treatments (e.g. an injection, dressing, physiotherapy) before these were administered? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **ID** - I didn't want this **NA** - Not applicable

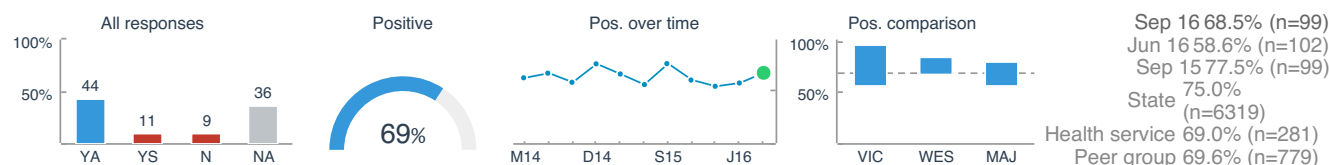
56. Did you feel you could refuse any treatment that you did not agree with or did not want? [View data](#)



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

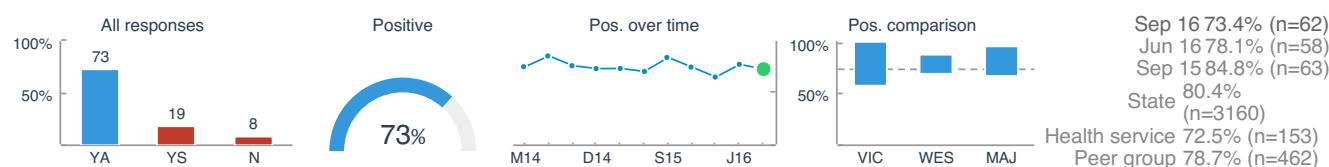
57. Sometimes, students accompany health professionals when they are treating or examining patients. If this happened to you, was your permission sought? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

58. Were you comfortable with the presence of students? [View data](#)



Answers

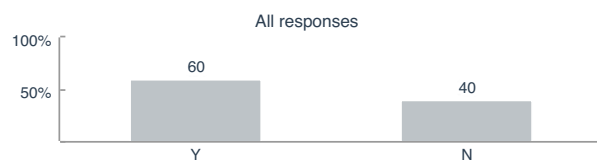
**YA** - Yes, always **YS** - Yes, sometimes **N** - No

# Adult Inpatient - July 2016 - September 2016

## Operations & Procedures

Patients who had an operation or procedure while in hospital were asked whether a staff member explained what would be done and how the procedure went in a way that they could understand.

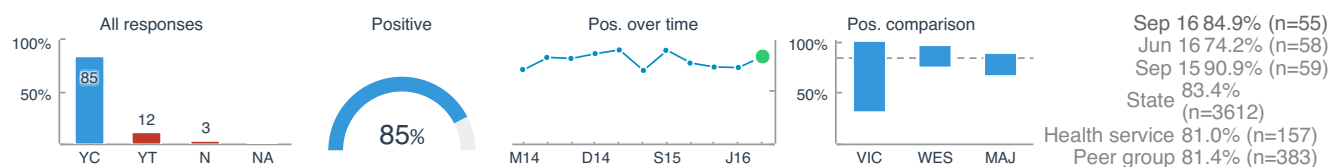
59. During your stay in hospital, did you have an operation or procedure?



Answers

Y - Yes N - No

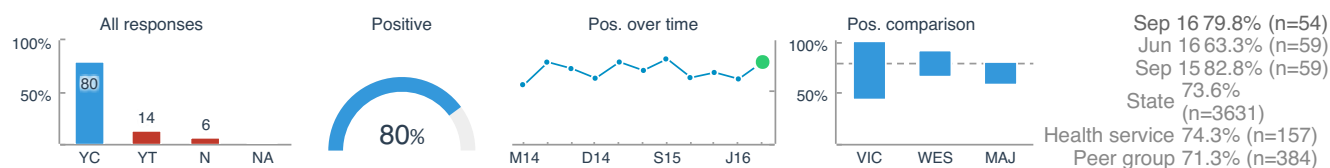
60. Before your operation or procedure, did a member of hospital staff explain what would be done in a way that you could understand? [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

61. During your hospital stay, did a member of staff explain how your operation or procedure had gone in a way you could understand? [View data](#)



Answers

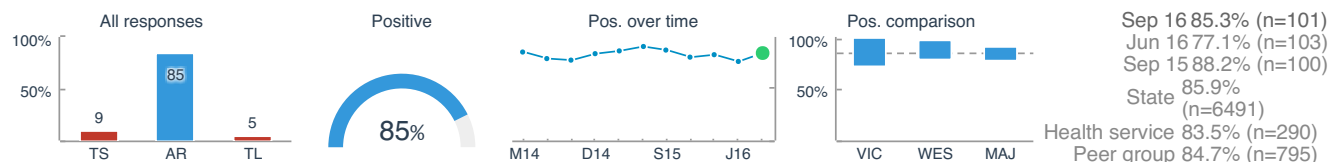
YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

# Adult Inpatient - July 2016 - September 2016

## Leaving Hospital

This section covers the discharge process. Patients were asked about how they felt about the length of their hospital stay, whether they were given enough notice about when they were going to be discharged and about any delays they faced. In addition, questions also covered whether the patient was given enough information about managing their health and care at home and whether their family/home situation was taken into account when planning their discharge. Patients were also asked to rate the discharge process.

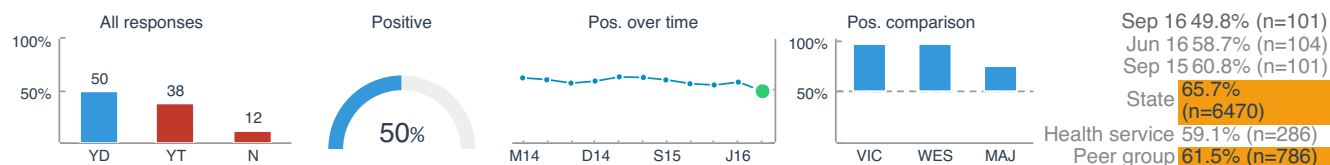
62. Looking back, do you feel that the length of your hospital stay was... [View data](#)



Answers

**TS** - Too short **AR** - About right **TL** - Too long

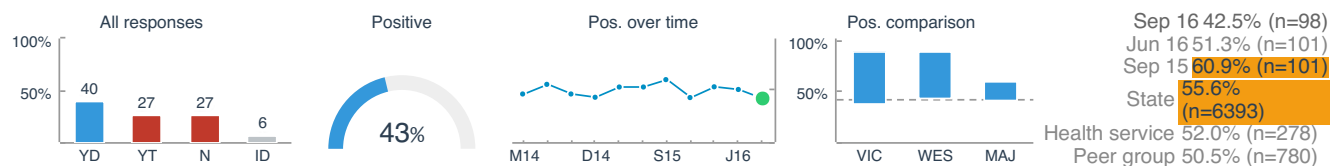
63. Were you given enough notice about when you were going to be discharged? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

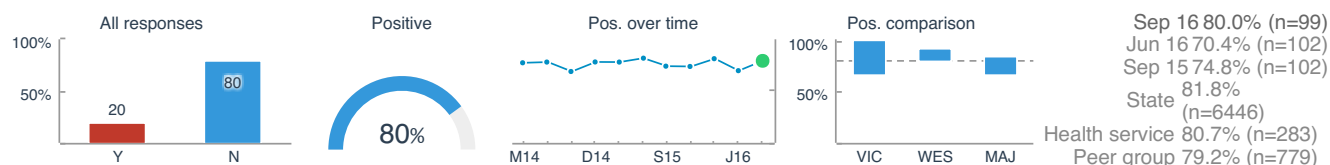
64. Did you feel you were involved in decisions about your discharge from hospital? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't want this

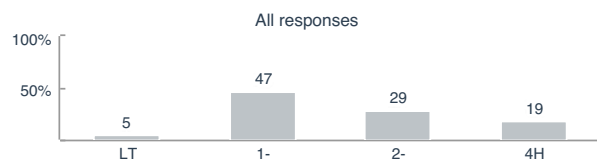
65. On the day you left hospital, was your discharge delayed for any reason? [View data](#)



Answers

**Y** - Yes **N** - No

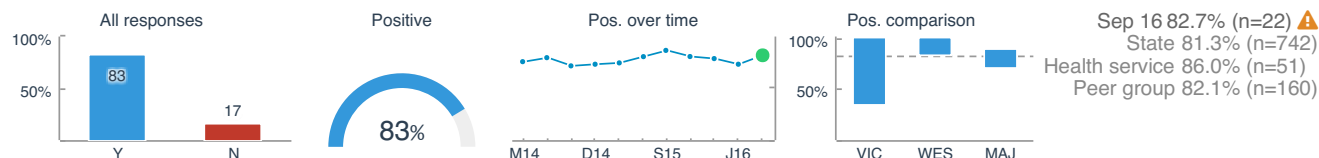
66. How long was the delay?



Answers

**LT** - Less than 1 hour **1-** - 1 - 2 hours **2-** - 2 - 4 hours **4H** - 4 hours or longer

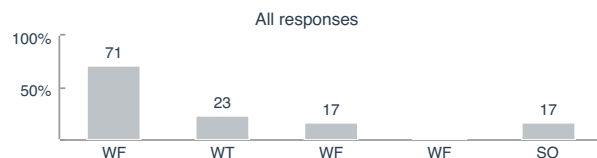
67. Did a member of staff explain the reason for the delay? [View data](#)



Answers

Y - Yes N - No

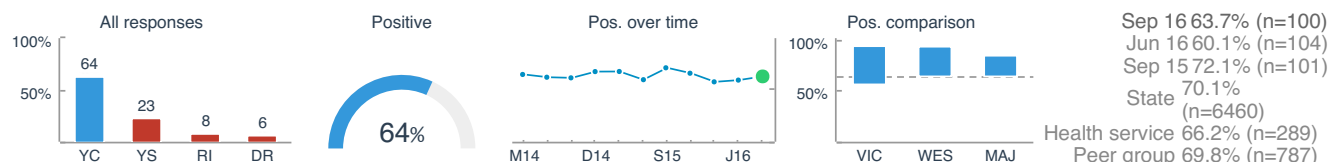
68. What was the reason or reasons for the delay? (Please select all that apply)



Answers

WF - Wait for medicines WT - Wait to see the doctor WF - Wait for transport WF - Wait for GP letter SO - Some other reason

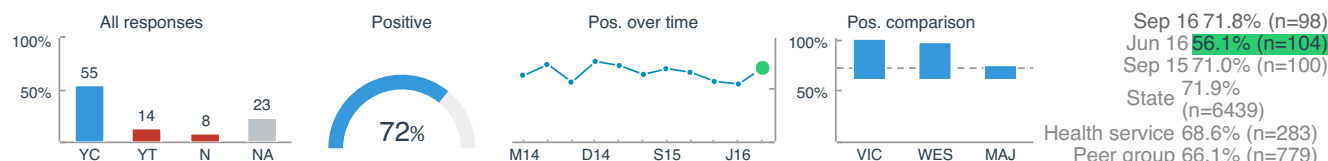
69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

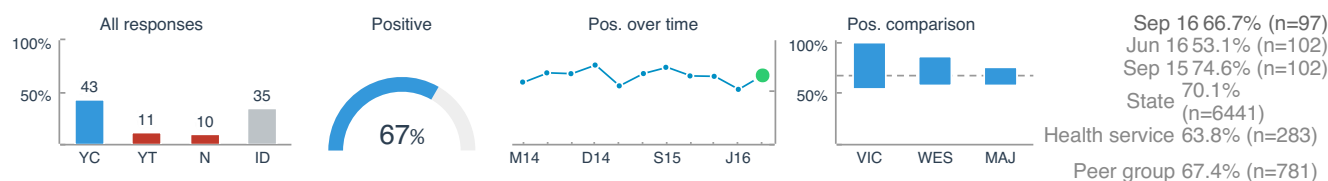
70. Did hospital staff take your family or home situation into account when planning your discharge? [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

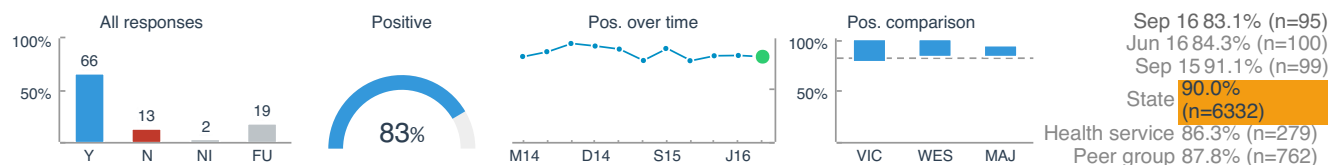
71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No ID - I didn't need this

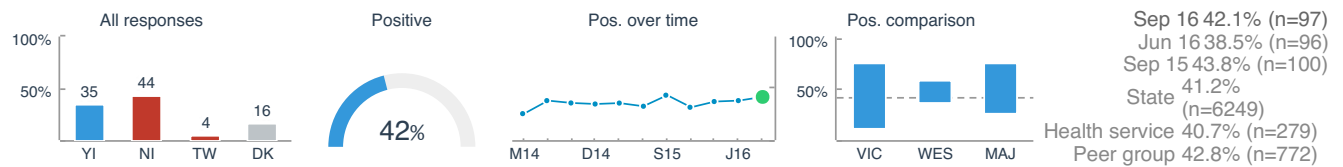
72. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital? [View data](#)



Answers

Y - Yes N - No NI - No info was needed FU - Follow up wasn't required

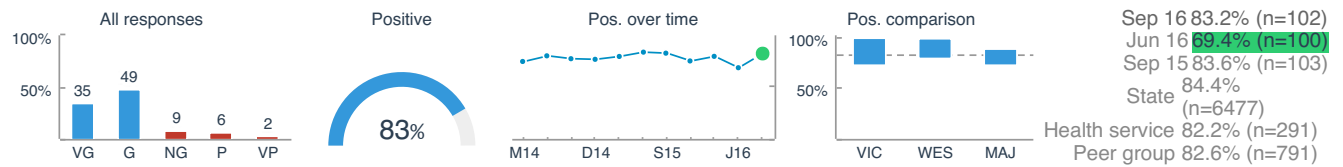
73. Did you receive copies of communications sent between hospital doctors and your GP? [View data](#)



Answers

**YI** - Yes, I received copies **NI** - No, I did not receive copies **TW** - There were none **DK** - Don't know

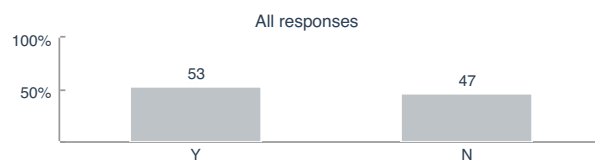
★ 74. Overall, how would you rate the discharge process? [View data](#)



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

75. Did you have any follow up with the doctors or other health professionals you saw while in hospital after you were discharged?



Answers

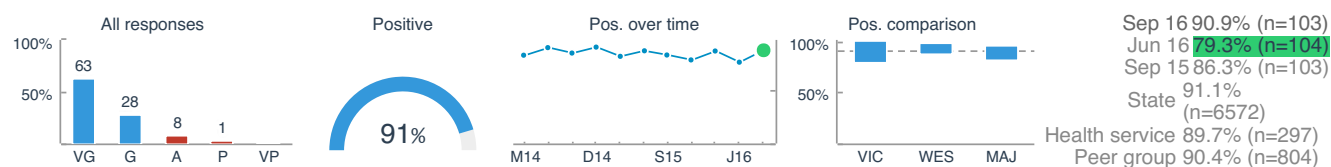
**Y** - Yes **N** - No

# Adult Inpatient - July 2016 - September 2016

## Overall

This section covers patient's overall feelings about their experience, including whether they felt they were treated with respect and dignity and were listened to and understood by the people looking after them. Questions also asked the patients to rate the care they received and whether they felt that they were treated unfairly.

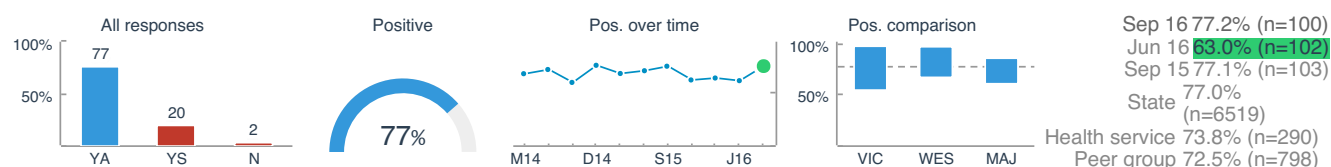
🌱📊 76. Overall, how would you rate the care you received while in hospital? [View data](#)



### Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

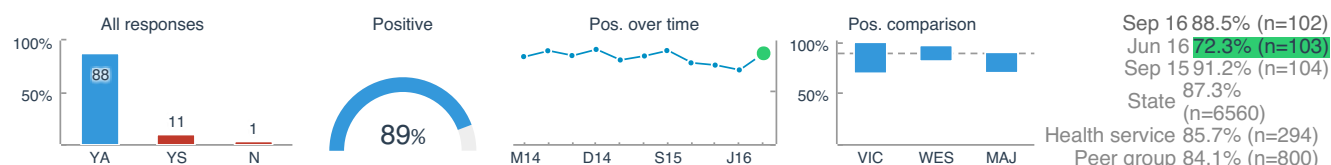
77. Do you feel that you were listened to and understood by the people looking after you in hospital? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

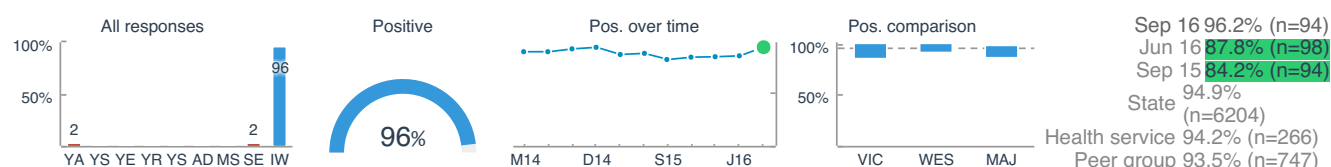
🌱📊 78. Overall, did you feel you were treated with respect and dignity while you were in hospital? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

79. Were you ever treated unfairly for any of the reasons below? (Please select all that apply) [View data](#)



### Answers

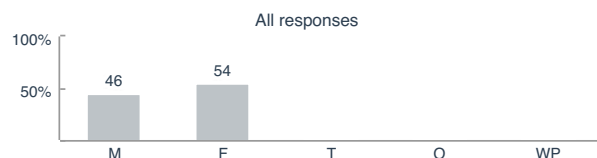
**YA** - Your age **YS** - Your sex **YE** - Your ethnic background **YR** - Your religion **YS** - Your sexual orientation **AD** - A disability that you have **MS** - Marital status **SE** - Something else **IW** - I was not treated unfairly

# Adult Inpatient - July 2016 - September 2016

## About You

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Patients were also asked a number of questions about their health, including how often in the last twelve months they had been admitted as an inpatient and any long standing medical conditions they have.

80. What is your gender?



### Answers

**M** - Male **F** - Female **T** - Transgender **O** - Other **WP** - Would prefer not to say

81. Average age of patient



65

82. Which language do you mainly speak at home?

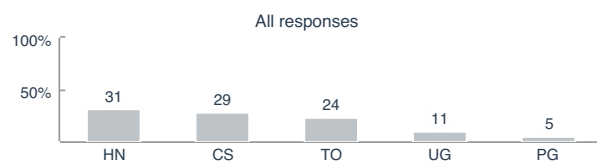


English 78% Other 22%

### Answers

**E** - English **AL** - A language other than English

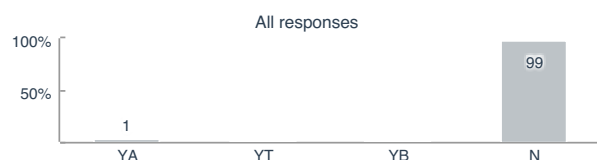
83. What is the highest level of education you have completed?



### Answers

**HN** - Have not completed secondary school **CS** - Completed secondary school **TO** - Trade or technical certificate or diploma  
**UG** - University graduate **PG** - Post graduate / higher degree

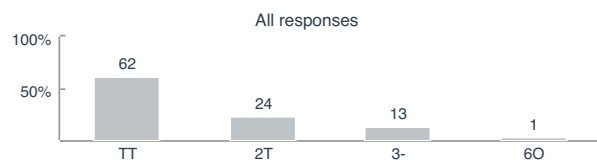
84. Are you of Aboriginal origin, Torres Strait Islander origin, or both?



### Answers

**YA** - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

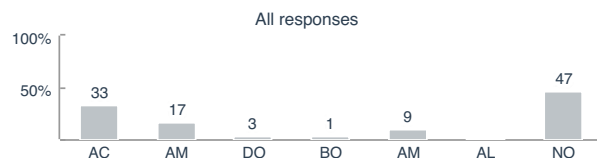
85. How many times in the last 12 months have you been admitted as an inpatient to this hospital?



Answers

**TT** - This time only **2T** - 2 times **3-** - 3 - 5 times **6O** - 6 or more times

86. Which, if any, of the following long-standing conditions do you have? (Please select all that apply)



Answers

**AC** - A chronic illness **AM** - A mobility impairment **DO** - Deafness or hearing impairment **BO** - Blindness or vision impairment  
**AM** - A mental health condition **AL** - A learning disability **NO** - None of these

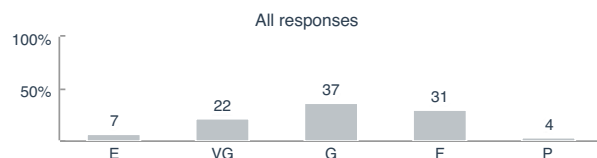
87. Thinking about the month leading up to your hospital stay, how many days did illness or injury keep you in bed for all or a substantial part of the day?



Answers

**N** - None **1D** - 1 day **2D** - 2 days **3D** - 3 days **4D** - 4 days **5T** - 5 to 7 days **8T** - 8 to 10 days **MT** - More than 10 days **DK** - Don't know

88. In general, how would you rate your health?



Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

89. Who completed this questionnaire?



Answers

**ID** - I did (the patient) **IR** - I received help from someone else **SE** - Someone else on my behalf

## Adult Inpatient - July 2016 - September 2016

### Other Comments

This section allowed the patients to suggest ways that they felt the hospital could improve their care and services and to list the best and worst things about their stay in the hospital.

90. What could the hospital do to improve the care and services it provides to better meet the needs of patients?

All responses

---

<u>Improve care/treatment</u>	<u>Improve communication</u>	<u>Reduce wait times</u>	<u>Improve facilities</u>	<u>Improve food</u>	<u>Other</u>
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Answers

**IC** - Improve care/treatment **IC** - Improve communication **RW** - Reduce wait times **IF** - Improve facilities **IF** - Improve food **O** - Other

---

91. What were the best things about your stay in hospital?

All responses

---

<u>Other</u>	<u>Care and treatment</u>	<u>Communication</u>	<u>Facilities</u>
--------------	---------------------------	----------------------	-------------------

Answers

**O** - Other **CA** - Care and treatment **C** - Communication **F** - Facilities

---

92. What were the worst things about your stay in hospital?

All responses

---

<u>Other</u>	<u>Care and treatment</u>	<u>Communication</u>	<u>Wait times</u>	<u>Facilities</u>	<u>Food</u>
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Answers

**O** - Other **CA** - Care and treatment **C** - Communication **WT** - Wait times **F** - Facilities **F** - Food

---

# Adult Emergency - July 2016 - September 2016

## Overall Experience and Key Aspects of Care

The VHES adult Emergency Department questionnaire seeks to discover the experience of people over 16 who have attended one of Victoria's 36 Emergency Departments but were not admitted to hospital. Potential respondents are randomly selected from people who were discharged from the ED in the preceding month.

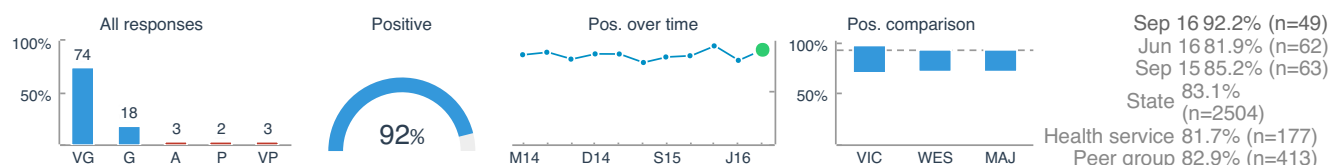
This section features the overall experience question, and the three key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult emergency category.

Key aspects of care questions are identified with a

Overall experience questions are identified with a

Analysis shows that if a campus providing adult emergency services improves the care and treatment provided by nurses, has enough staff to care for patients and improves emotional support, patients' overall experience is likely to improve.

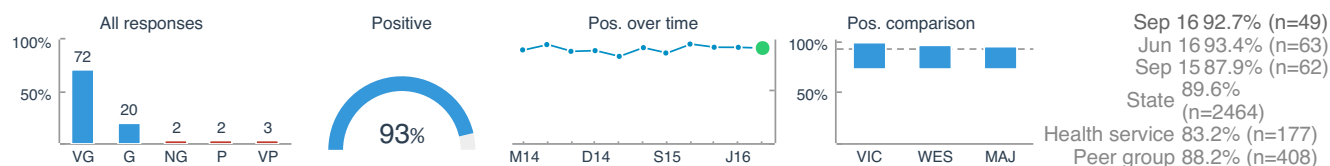
### 68. Overall, how would you rate the care you received while in the ED? [View data](#)



Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

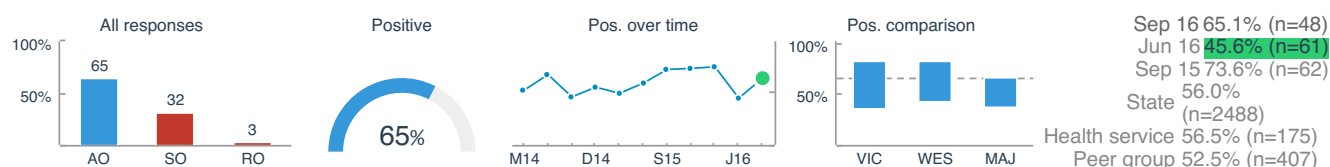
### 29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

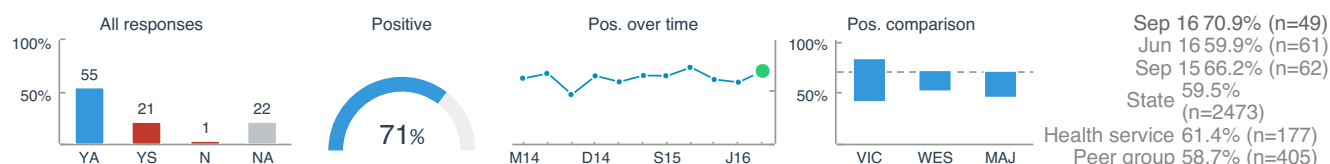
### 30. In your opinion, were there enough nurses and doctors on duty to care for you in the ED? [View data](#)



Answers

**AO** - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

### 40. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

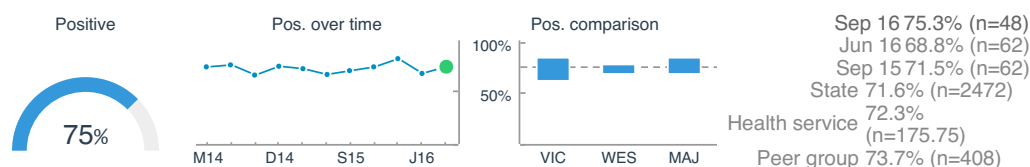
**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

# Adult Emergency - July 2016 - September 2016

## Spotlight

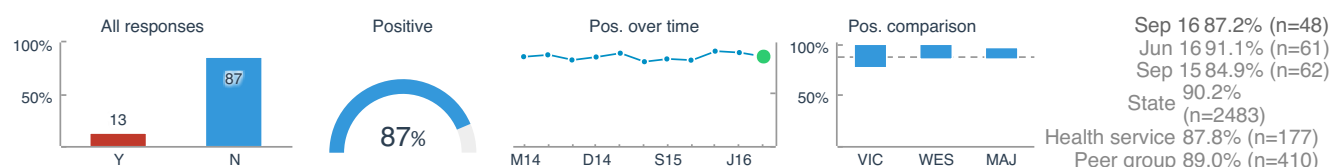
### Transitions index adult emergency

The transitions index has been developed with the aim of improving the departure process from the emergency department. It incorporates the average of the positive scores for four adult emergency questions relating to leaving the emergency department. The index provides an overview of how hospitals, health services, peer groups and the state are performing in this process.



n represents the average n across questions within the Spotlight. [View data »](#)

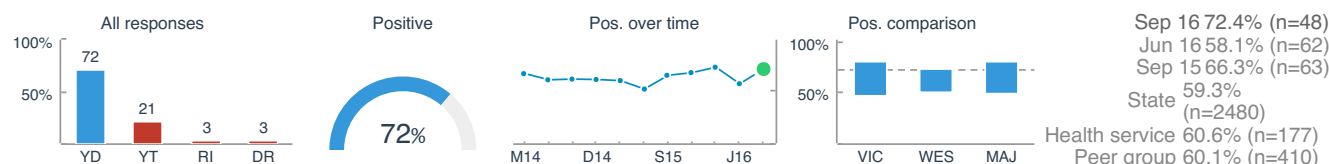
### 60. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

**Y** - Yes **N** - No

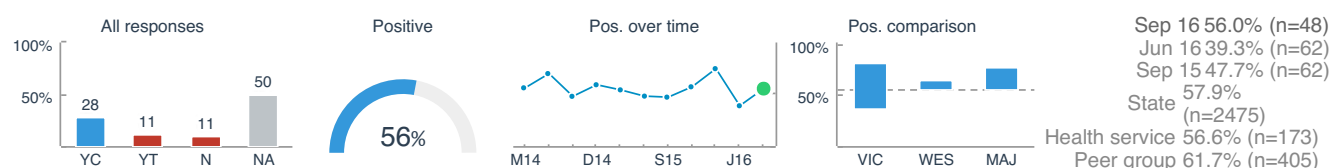
### 64. Before you left the ED, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **RI** - Received insufficient info **DR** - Didn't receive info

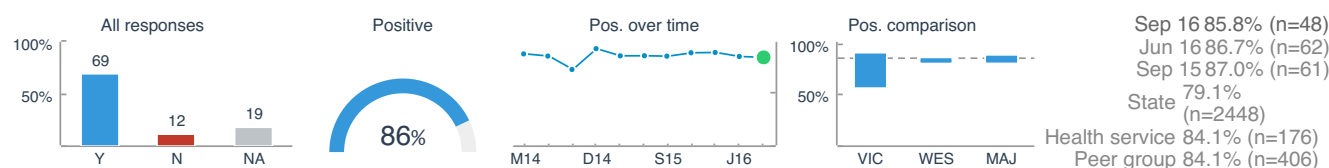
### 65. Did hospital staff take your family or home situation into account when you were leaving the ED? [View data](#)



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

### 66. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received in the ED? [View data](#)



Answers

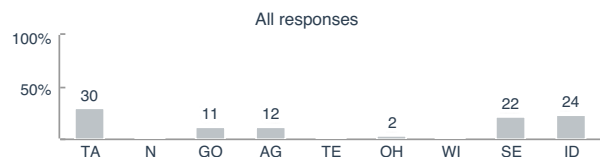
**Y** - Yes **N** - No **NA** - Not applicable

# Adult Emergency - July 2016 - September 2016

## Arrival At The Emergency Department

In this section, patients were asked who advised them to go to the Emergency Department (ED), their method of travel to the ED and whether the ED was easy to find.

1. Who advised you to go to the Emergency Department (ED)? (If more than one option applies, select the main source of advice)



### Answers

**TA** - The ambulance service **N** - Nurse-on-call **GO** - GP out of hours service **AG** - A GP at a surgery **TE** - The ED by phone  
**OH** - Other health professional **WI** - Website information **SE** - Somebody else **ID** - I decided

2. Who went with you to the ED?



### Answers

**AF** - A family member **AF** - A friend **SE** - Someone else **IW** - I went alone to the ED

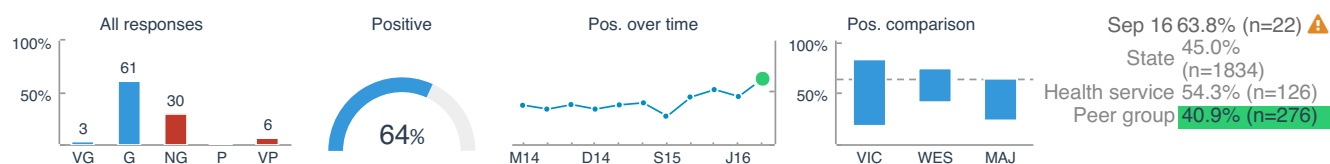
3. How did you travel to the ED?



### Answers

**BC** - By car **BA** - By ambulance **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

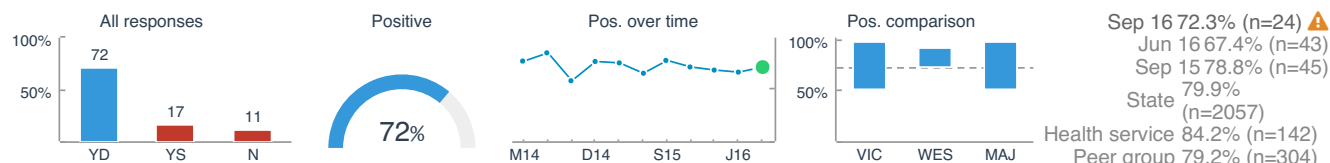
4. How would you rate the car-parking at the hospital? [View data](#)



### Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

5. Was the ED easy to find? [View data](#)



### Answers

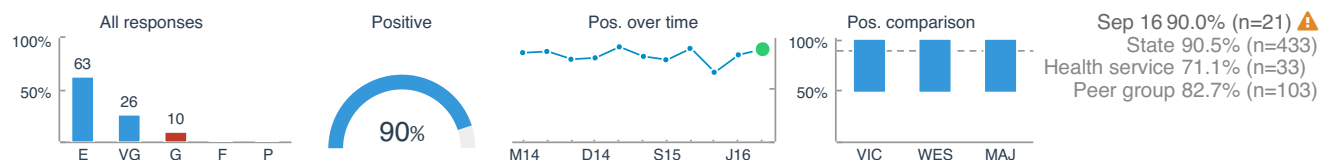
**YD** - Yes, definitely **YS** - Yes, somewhat **N** - No

# Adult Emergency - July 2016 - September 2016

## Ambulance

In this section, those patients who arrived at the ED by ambulance were asked how well the ambulance service and ED staff worked together and how long they waited with the ambulance crew before being handed over to the ED staff. They were also asked what happened after they arrived at the ED.

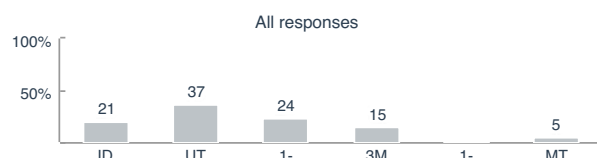
6. How well do you think the ambulance service and ED staff worked together? [View data](#)



### Answers

**E** - Excellent **VG** - Very Good **G** - Good **F** - Fair **P** - Poor

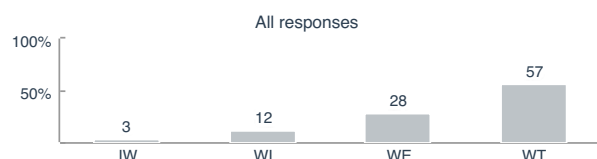
7. Once you arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the ED staff?



### Answers

**ID** - I did not have to wait **UT** - Up to 15 minutes **1-** - 16 - 30 minutes **3M** - 30 minutes - 1 hour **1-** - 1 - 2 hours **MT** - More than 2 hours

8. What happened after you arrived at the ED?



### Answers

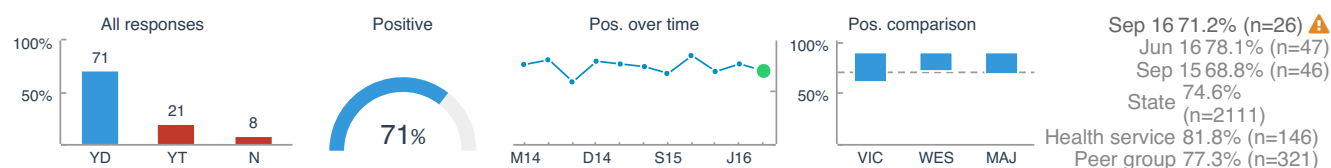
**IW** - I went to reception **WI** - Waited in waiting area **WE** - Waited elsewhere **WT** - Went to a cubicle / room

# Adult Emergency - July 2016 - September 2016

## Reception

In this section, patients were asked whether it was clear who to talk to when they first arrived at the ED and to rate the politeness and courtesy of the reception staff.

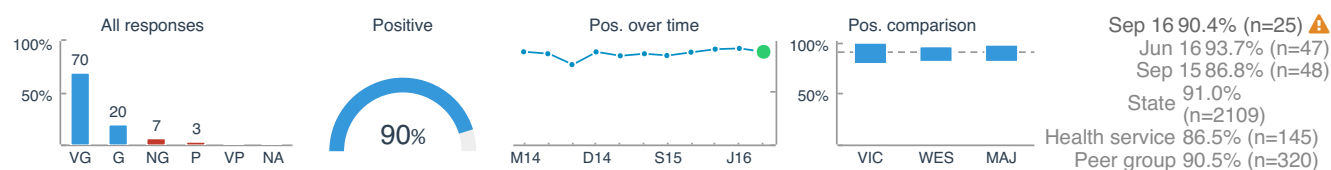
9. When you first arrived at the ED, was it clear who to talk to? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

10. How would you rate the politeness and courtesy of the ED reception staff? [View data](#)



Answers

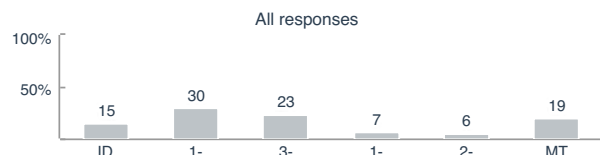
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **NA** - Not applicable

# Adult Emergency - July 2016 - September 2016

## Waiting

This section covers the patient's experience in the waiting area. It includes length of wait, communication and care while waiting, the cleanliness and comfort of the waiting room, and how long they waited to be examined after being transferred to a cubical or room.

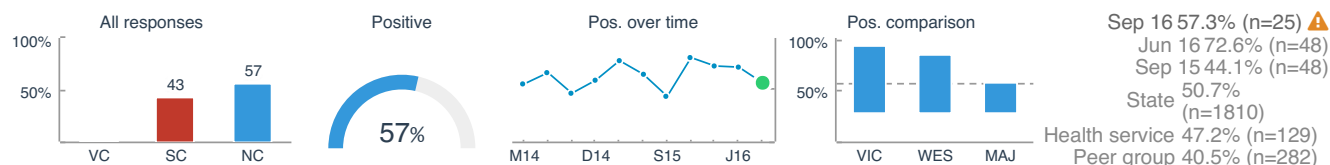
11. Overall, how long did you spend in the waiting area?



Answers

**ID** - I did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

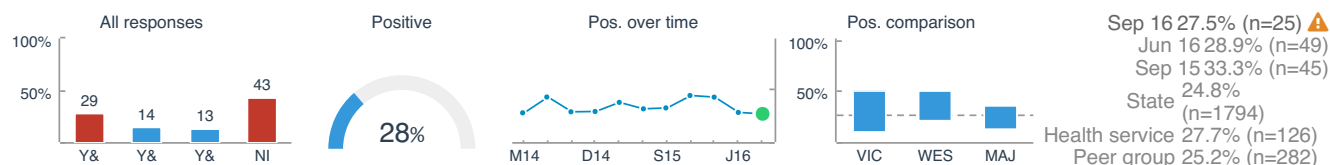
12. Was the ED waiting area... [View data](#)



Answers

**VC** - Very crowded **SC** - Somewhat crowded **NC** - Not crowded

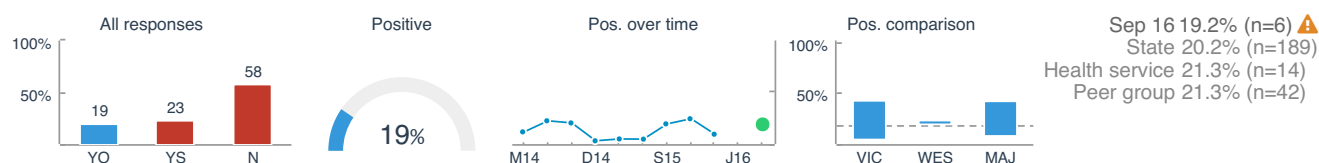
13. Were you told how long you would have to spend in the waiting area? [View data](#)



Answers

**Y&** - Yes & wait was longer **Y&** - Yes & wait was shorter **Y&** - Yes & accurately **NI** - No, I was not told

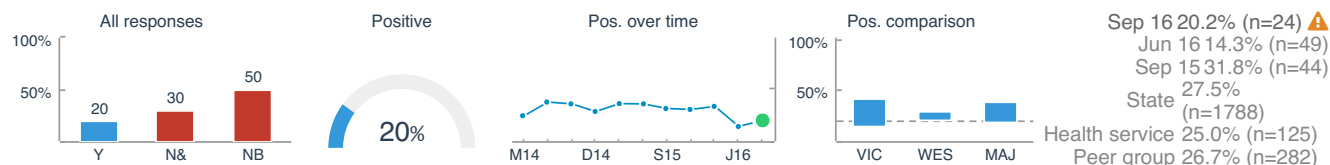
14. Were you provided with updated information on how long you would have to wait in the waiting area? [View data](#)



Answers

**YO** - Yes, often **YS** - Yes, sometimes **N** - No

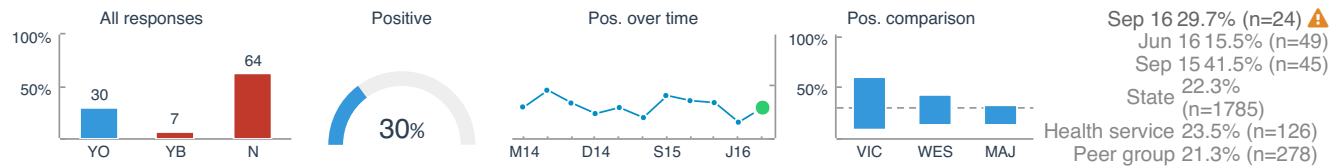
15. Were you told why you had to wait? [View data](#)



Answers

**Y** - Yes **N&** - No & I would like this **NB** - No, but I did not mind

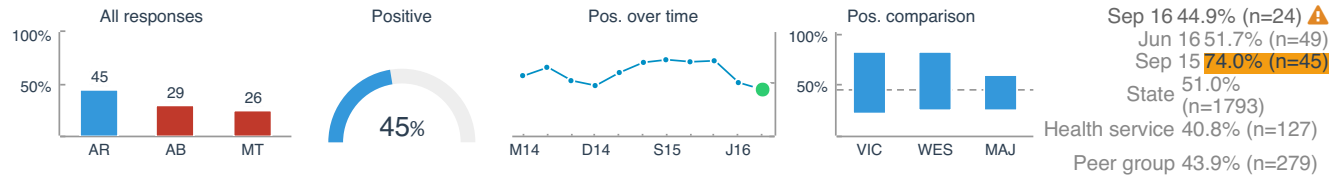
16. While you were waiting, did ED staff check on your condition? [View data](#)



Answers

**YO** - Yes, often enough **YB** - Yes, but not often enough **N** - No

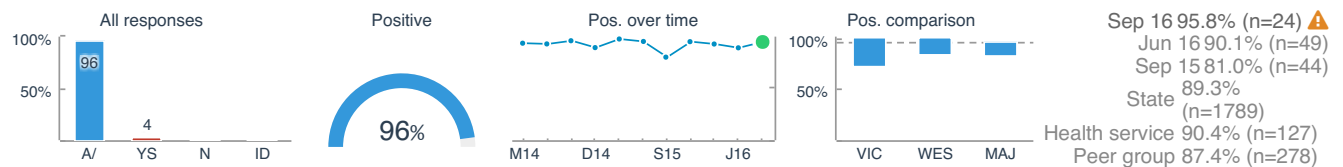
17. Do you think the amount of time you spent in the waiting area was... [View data](#)



Answers

**AR** - About right **AB** - A bit too long **MT** - Much too long

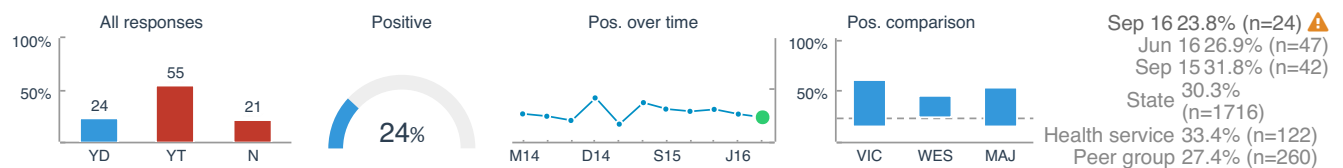
18. Were you able to find a place to sit in the waiting area? [View data](#)



Answers

**A/** - All / most of the time **YS** - Yes, some of the time **N** - No **ID** - I didn't want this

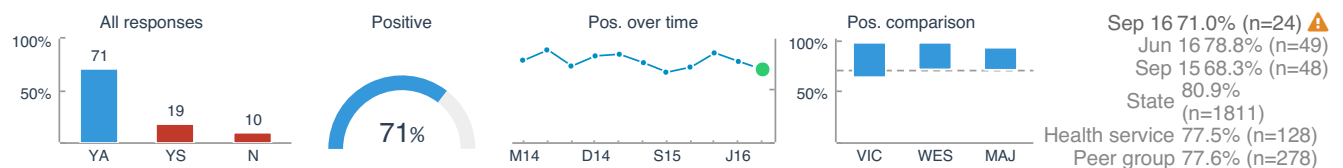
19. Were the seats in the waiting area comfortable? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

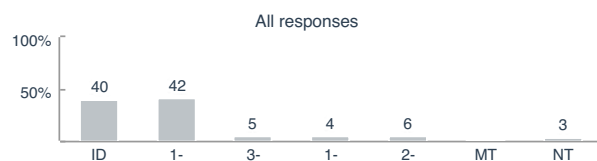
20. While you were waiting in the ED, did you feel safe? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

21. Once you had been transferred to a cubicle or room, how long did you wait to be examined?



Answers

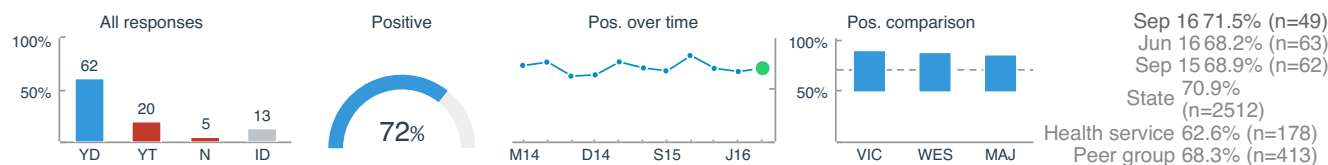
**ID** - I did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours **NT** - Never transferred

# Adult Emergency - July 2016 - September 2016

## Your Doctors

This section covers the care provided specifically by doctors. Patients were asked whether they had enough time to discuss their health with a doctor in the ED, whether they had confidence and trust in the doctors treating them, whether they felt they were treated with compassion, and to rate the care and treatment received from doctors overall.

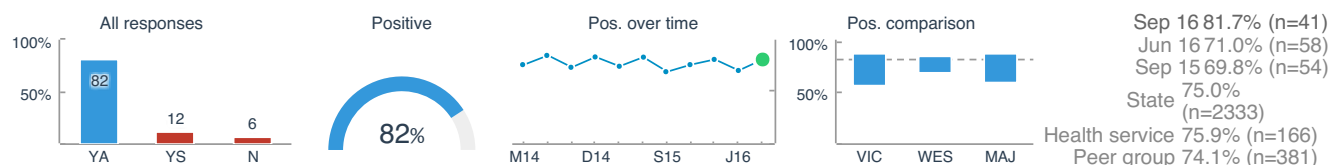
22. Did you have enough time to discuss your health or medical problem with a doctor in the ED? [View data](#)



### Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I did not see a doctor

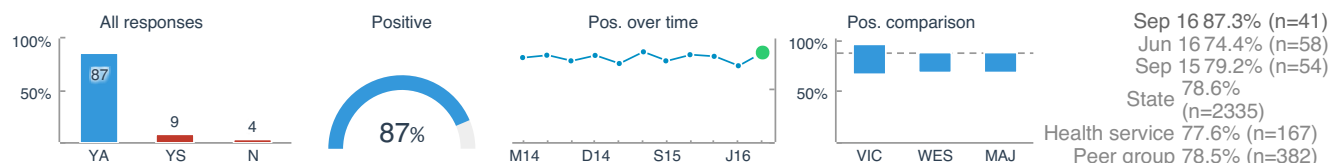
23. Did you have confidence and trust in the doctors treating you? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

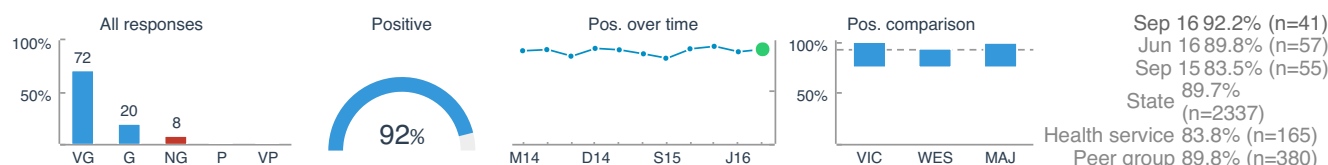
24. Were the doctors treating you compassionate? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

25. Overall, how would you rate the care and treatment you received from your doctors? [View data](#)



### Answers

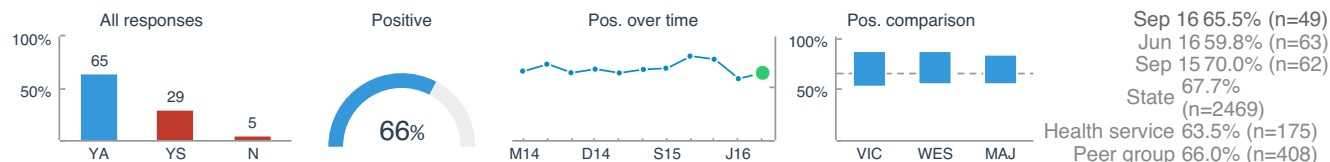
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

# Adult Emergency - July 2016 - September 2016

## Your Nurses

This section covers the care provided specifically by nurses. Patients were asked to rate the nurses' knowledge of their condition and treatment, their confidence and trust in the nurses, whether or not the nurses were compassionate, and the overall care and treatment received.

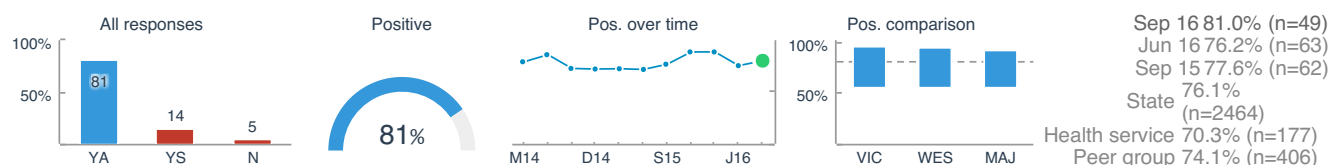
26. In your opinion, did the nurses who treated you in the ED know enough about your condition and treatment? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

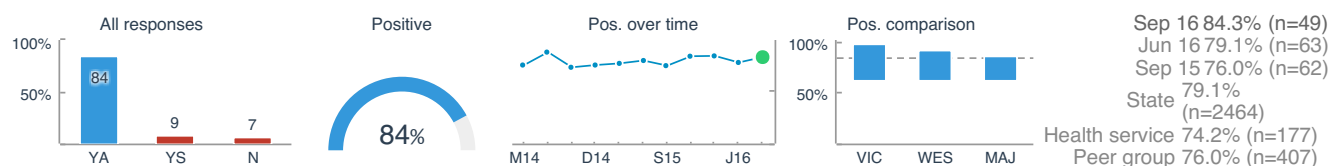
27. Did you have confidence and trust in the nurses treating you? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

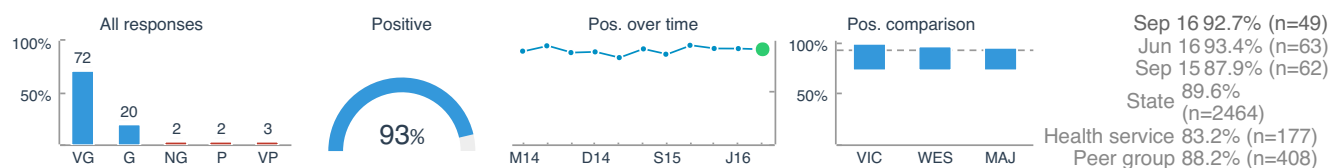
28. Were the nurses treating you compassionate? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

★ 29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



Answers

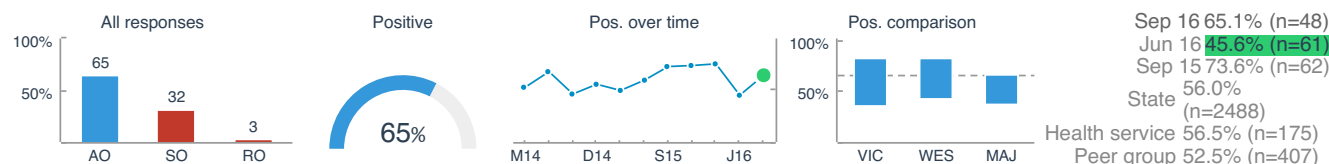
**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

# Adult Emergency - July 2016 - September 2016

## Your Care And Treatment

This section covers care provided by all health professionals to patients during their ED visit. Patients were asked whether there were enough doctors and nurses on duty to care for them and whether staff introduced themselves and explained things in a way they could understand. Questions also covered hand washing, the consistency and sufficiency of information, the availability of staff, emotional support, privacy, pain management and services provided in a language other than English.

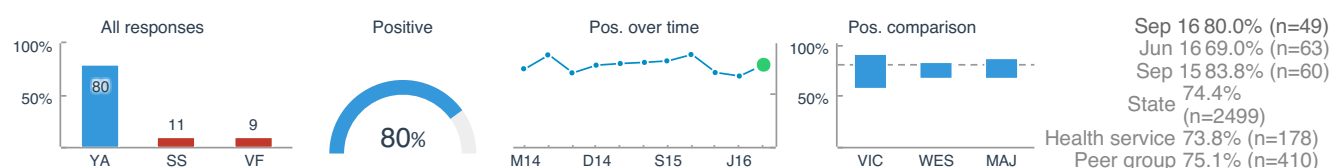
★ 30. In your opinion, were there enough nurses and doctors on duty to care for you in the ED? [View data](#)



Answers

**AO** - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

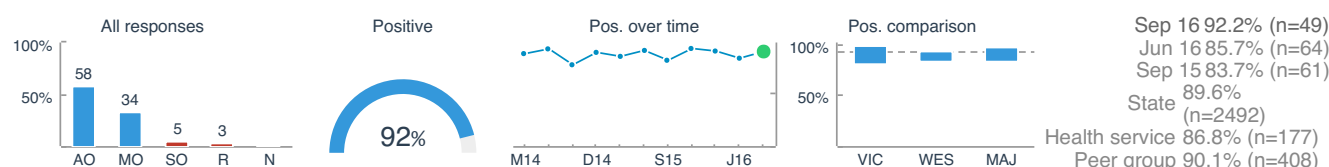
31. Did the staff treating and assessing you introduce themselves and their role? [View data](#)



Answers

**YA** - Yes, all staff **SS** - Some staff **VF** - Very few / none

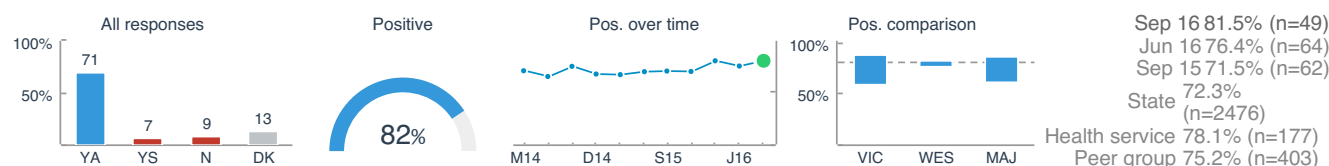
32. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

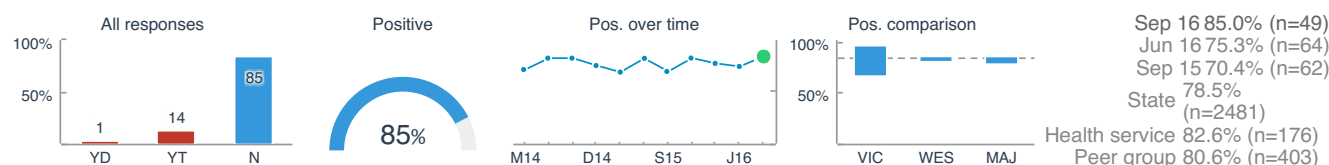
33. Did you see ED staff wash their hands, or use hand gel to clean their hands, or put on clean gloves before examining you? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **DK** - Don't know

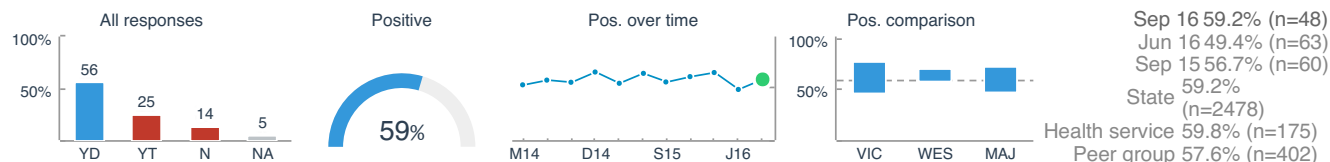
34. Sometimes in a hospital, a member of staff will say one thing about your care and another will say something quite different. Did this happen to you in the ED? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

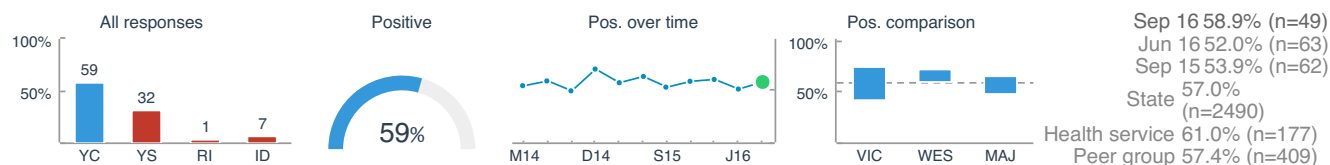
35. Were you involved, as much as you wanted to be, in decisions about your care and treatment? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

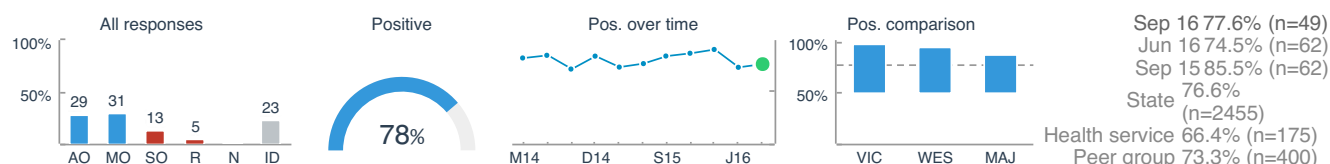
36. While you were in the ED, did you receive sufficient information about your condition and treatment? [View data](#)



Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **ID** - I didn't receive info

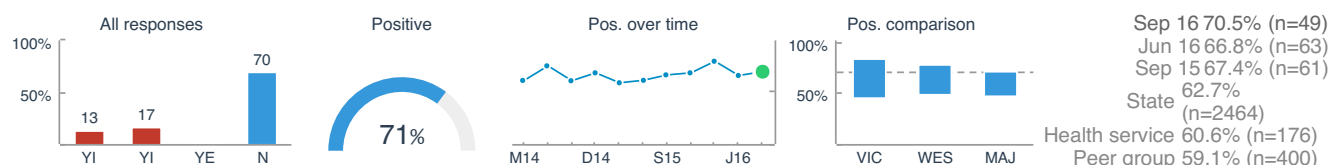
37. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never **ID** - I did not need assistance

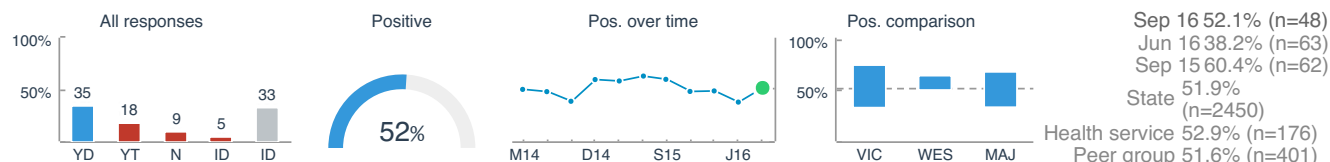
38. At any point, did you ever feel worried that staff in the ED had forgotten about you? (Please select all that apply) [View data](#)



Answers

**YI** - Yes, in the waiting area **YI** - Yes, in a cubicle / room **YE** - Yes, elsewhere **N** - No

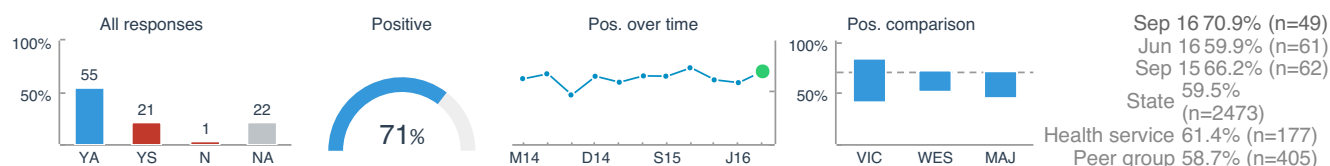
39. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't raise them **ID** - I didn't have any

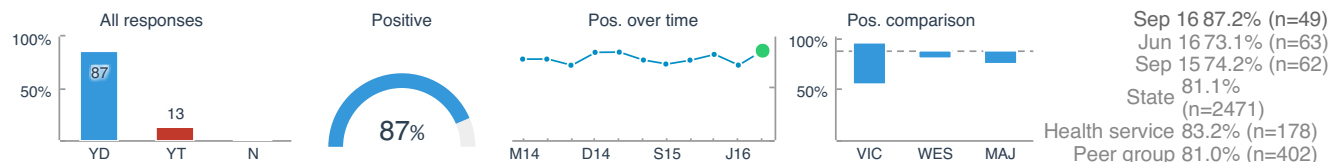
★ 40. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

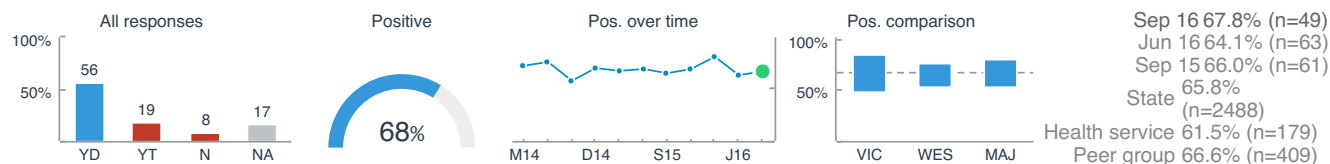
#### 41. Were you given enough privacy when being examined or treated? [View data](#)



##### Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

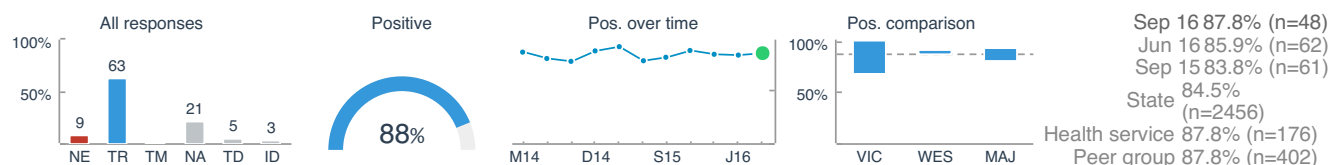
#### 42. Do you think the ED staff did everything they could to help manage your pain? [View data](#)



##### Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

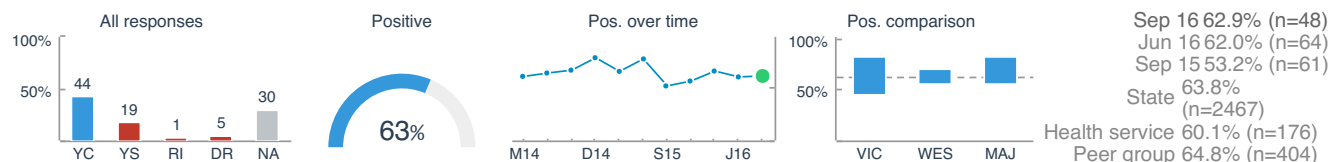
#### 43. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



##### Answers

**NE** - Not enough **TR** - The right amount **TM** - Too much **NA** - Not applicable **TD** - They didn't want this **ID** - I didn't want this

#### 44. Did you receive sufficient information about any medication you were given while in the ED (e.g. purpose, side effects and how to administer the medication)? [View data](#)



##### Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info **NA** - Not applicable

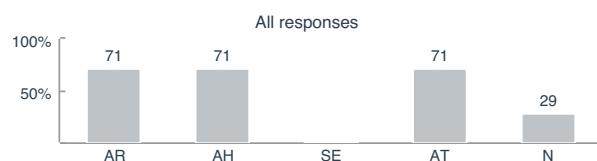
#### 45. Do you need any help understanding English?



##### Answers

**Y** - Yes **N** - No

#### 46. When you were in the ED, was there someone who could interpret for you? (Please select all that apply)

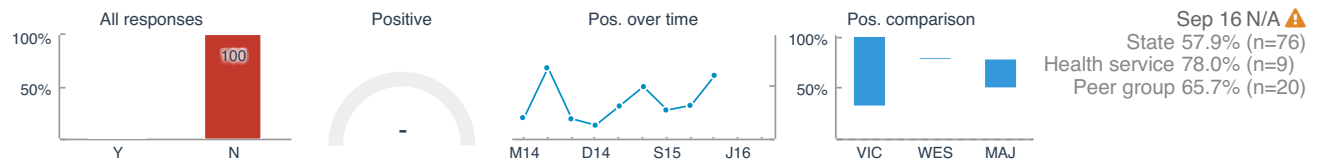


##### Answers

**AR** - A relative or friend **AH** - A hospital interpreter **SE** - Someone else on hospital staff **AT** - A telephone interpreter **N** - No

47. Were you given any information (e.g. leaflets, other types of media) in a language you can understand?

[View data](#)



Answers

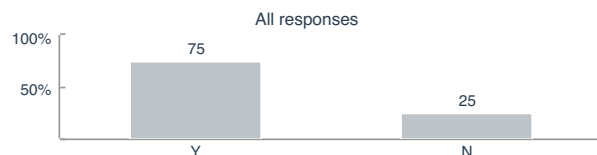
**Y** - Yes **N** - No

# Adult Emergency - July 2016 - September 2016

## Tests

This section covers any tests (such as X-rays or scans) experienced by patients during their hospital stay. Those who received tests were asked whether a staff member explained why the patient needed the tests and the results of the tests in a way they could understand.

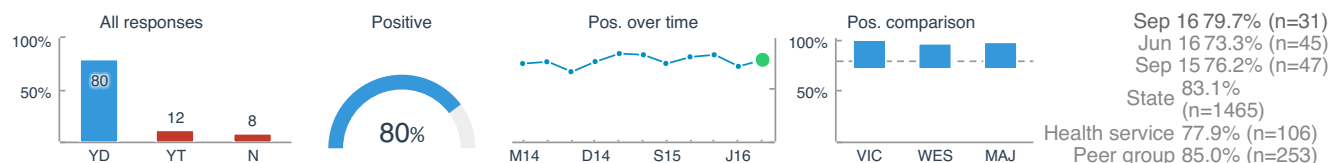
48. Did you have any tests (such as x-rays, scans or blood tests) when you visited the ED?



### Answers

Y - Yes N - No

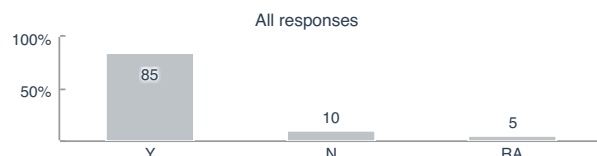
49. Did a member of staff explain why you needed these test(s) in a way you could understand? [View data](#)



### Answers

YD - Yes, definitely YT - Yes, to some extent N - No

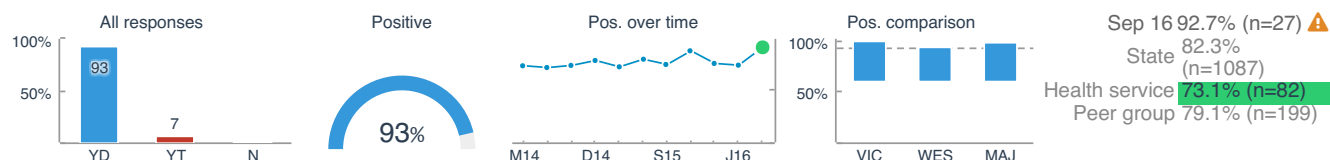
50. Before you left the ED, did you get the results of any of your tests?



### Answers

Y - Yes N - No RA - Received at a later date

51. Did a member of staff explain the results of these tests in a way you could understand? [View data](#)



### Answers

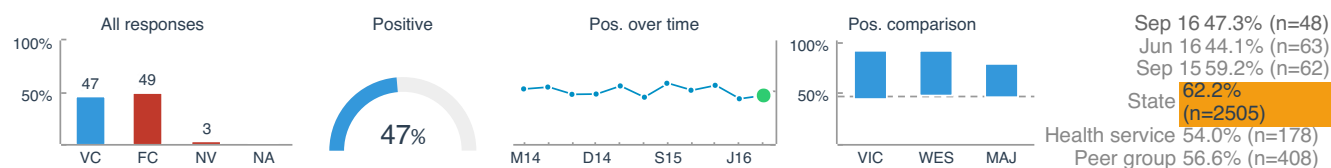
YD - Yes, definitely YT - Yes, to some extent N - No

# Adult Emergency - July 2016 - September 2016

## Hospital Environment And Facilities

This section explored the physical environment of the ED. Patients were asked about the cleanliness of the ED and toilets, hand washing, way finding, safety and access to food and drinks.

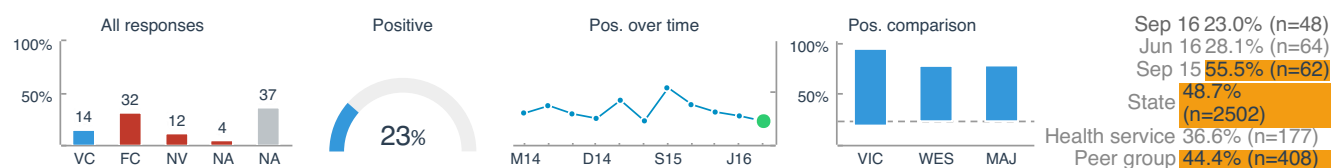
52. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean

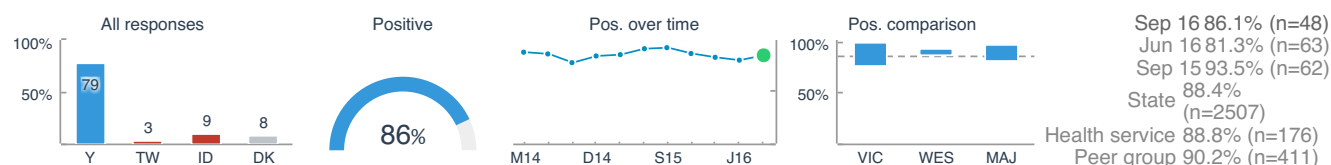
53. How clean were the toilets in the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean NA - Not applicable

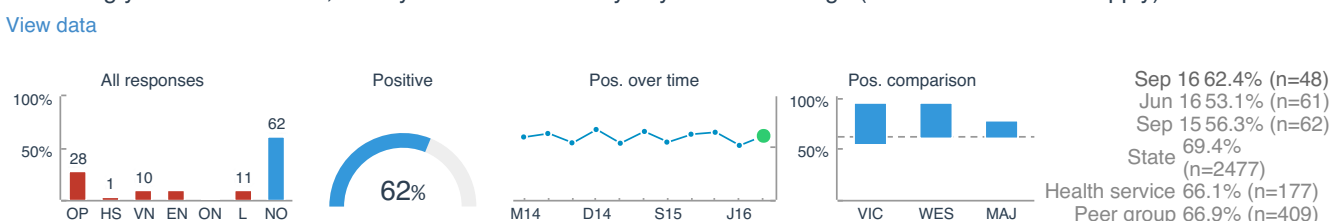
54. Were hand-wash gels available for patients and visitors to use? [View data](#)



Answers

Y - Yes TW - They were empty ID - I did not see any DK - Don't know

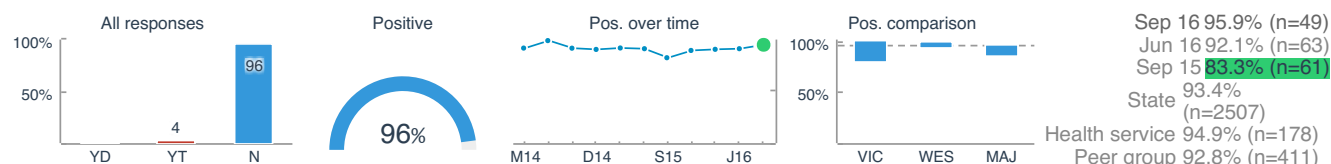
55. During your visit to the ED, were you ever bothered by any of the following? (Please select all that apply) [View data](#)



Answers

OP - Other patients' noise HS - Hospital staff noise VN - Visitors' noise EN - Equipment noise ON - Other noise L - Lighting NO - None of the above

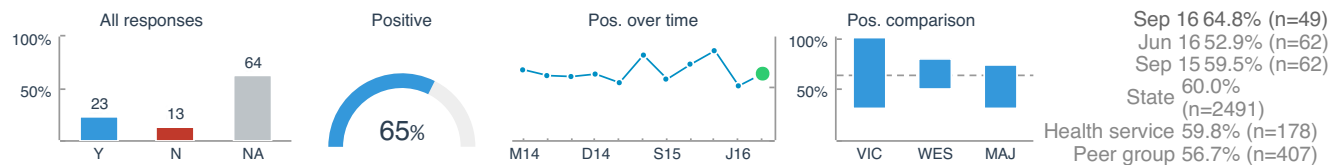
56. While you were in the ED, did you feel threatened by other patients or visitors? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

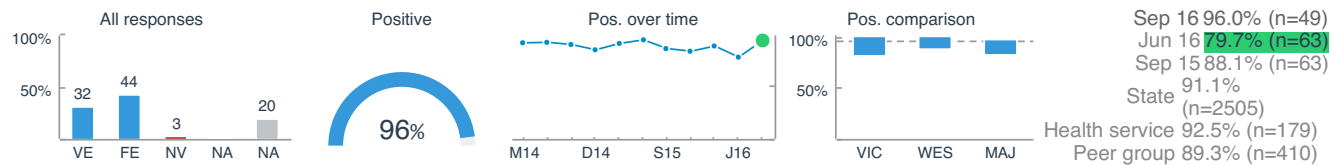
57. Were you able to access suitable food or drinks when you were in the ED, if you wanted to? [View data](#)



Answers

**Y** - Yes **N** - No **NA** - Not applicable

58. How easy was it to find your way around the ED? [View data](#)



Answers

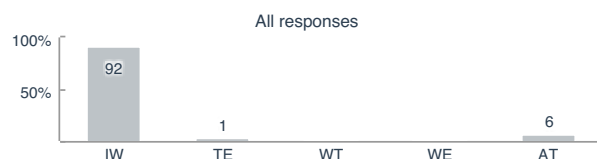
**VE** - Very easy **FE** - Fairly easy **NV** - Not very easy **NA** - Not at all easy **NA** - Not applicable

# Adult Emergency - July 2016 - September 2016

## Leaving The Emergency Department

In this section, patients were asked what happened at the end of their ED visit, the length and reason for any delays in leaving, and whether they received sufficient information and support prior to leaving.

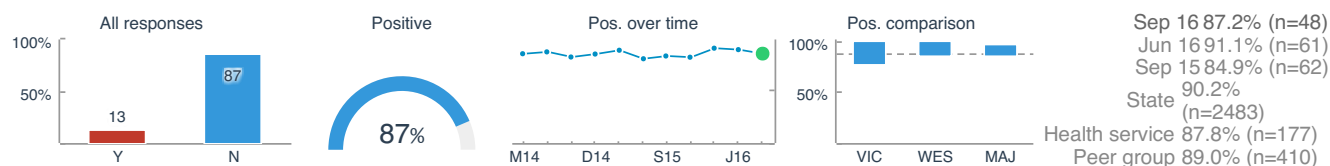
59. Which of the following happened at the end of your visit to the ED?



Answers

**IW** - I went home **TE** - Transferred elsewhere **WT** - Went to stay with friend / relative **WE** - Went elsewhere **AT** - Admitted to a ward

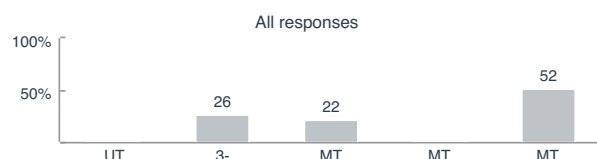
60. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

**Y** - Yes **N** - No

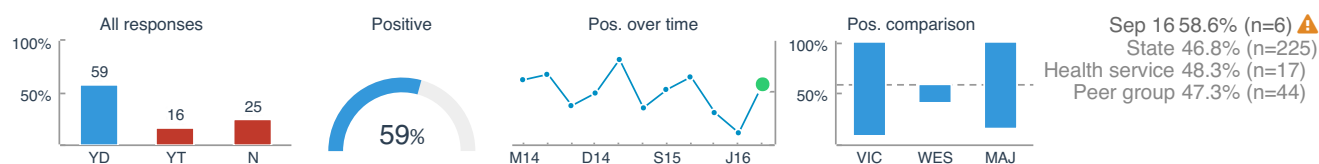
61. How long was the delay in leaving the ED?



Answers

**UT** - Up to 30 minutes **3-** - 31 - 60 minutes **MT** - More than 1 hour but no more than 2 hours **MT** - More than 2 hours but no more than 4 hours **MT** - More than 4 hours

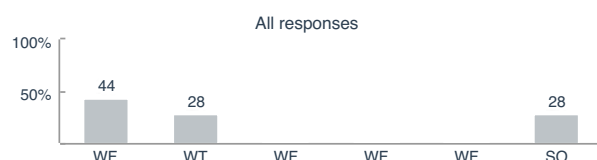
62. Did a staff member explain the reason for the delay? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

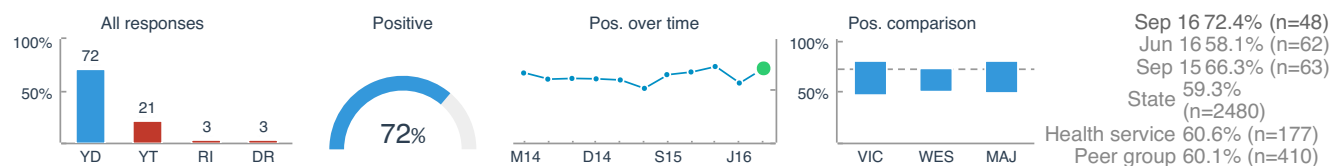
63. What was the main reason for the delay? (Select one only – if more than one option applies, select the main reason)



Answers

**WF** - Wait for medicines **WT** - Wait to see the doctor **WF** - Wait for transport **WF** - Wait for GP letter **WF** - Wait for test results **SO** - Some other reason

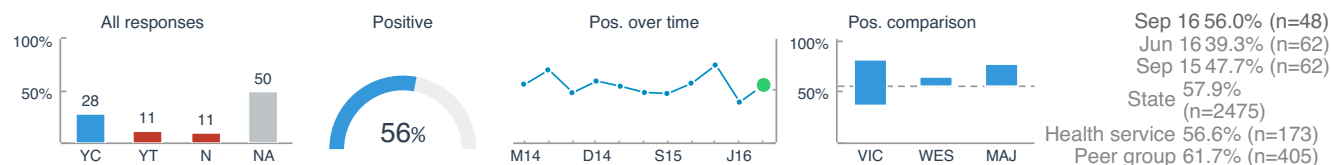
64. Before you left the ED, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **RI** - Received insufficient info **DR** - Didn't receive info

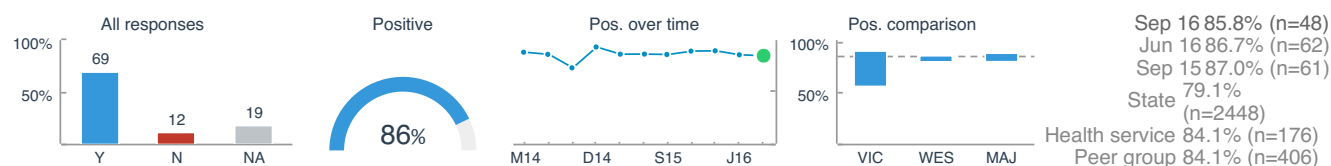
65. Did hospital staff take your family or home situation into account when you were leaving the ED? [View data](#)



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

66. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received in the ED? [View data](#)



Answers

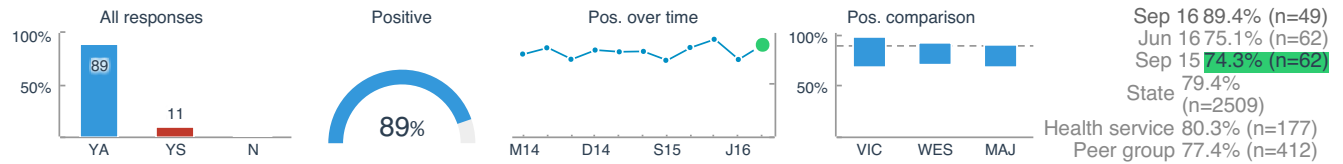
**Y** - Yes **N** - No **NA** - Not applicable

# Adult Emergency - July 2016 - September 2016

## Overall

This section covers patients' overall feelings about their ED experience, including whether they were treated with respect and dignity and listened to and understood by hospital staff. They were also asked to rate the care they received overall, and whether they were treated unfairly for any reason.

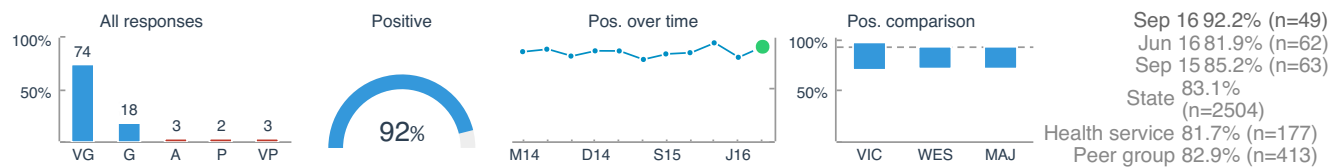
67. Overall, did you feel you were treated with respect and dignity while you were in the ED? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

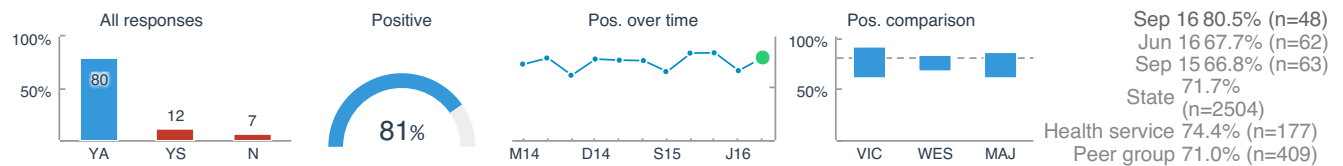
68. Overall, how would you rate the care you received while in the ED? [View data](#)



### Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

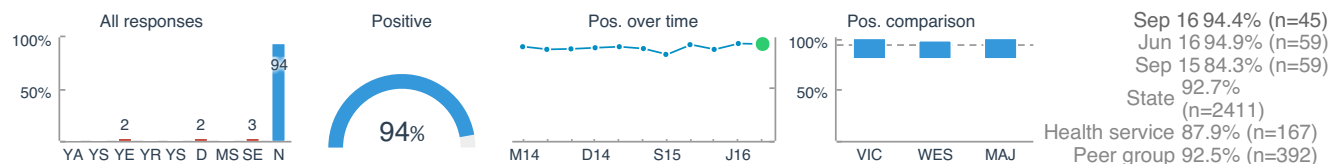
69. Do you feel that you were listened to and understood by the people looking after you in the ED? [View data](#)



### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

70. Were you ever treated unfairly for any of the reasons below? [View data](#)



### Answers

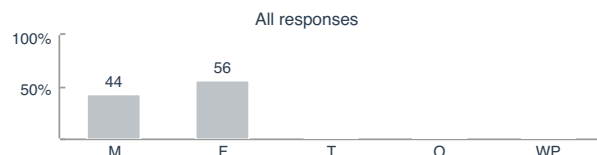
**YA** - Your age **YS** - Your sex **YE** - Your ethnic background **YR** - Your religion **YS** - Your sexual orientation **D** - Disability **MS** - Marital status **SE** - Something else **N** - No

# Adult Emergency - July 2016 - September 2016

## About You

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Patients were also asked a number of questions about their health, including how often in the last twelve months they had visited the ED and any long standing medical conditions they have.

### 71. What is your gender?



#### Answers

**M** - Male **F** - Female **T** - Transgender **O** - Other **WP** - Would prefer not to say

### 72. Average age of patient



57

### 73. Which language do you mainly speak at home?

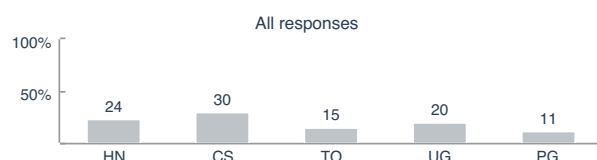


English 80% Other 20%

#### Answers

**E** - English **AL** - A language other than English

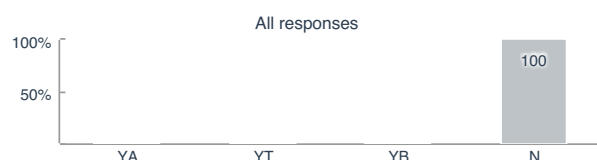
### 74. What is the highest level of education you have completed?



#### Answers

**HN** - Have not completed secondary school **CS** - Completed secondary school **TO** - Trade or technical certificate or diploma  
**UG** - University graduate **PG** - Post graduate / higher degree

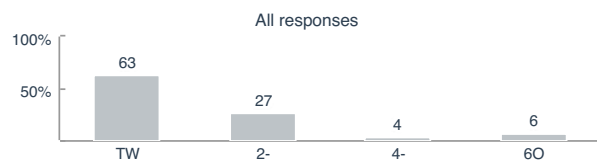
### 75. Are you of Aboriginal origin, Torres Strait Islander origin, or both?



#### Answers

**YA** - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

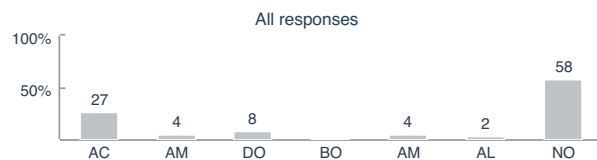
76. How many times (including this one) have you visited this ED as a patient in the last 12 months?



Answers

**TW** - This was the only time **2-** - 2 - 3 times **4-** - 4 - 5 times **6O** - 6 or more times

77. Which, if any, of the following long-standing conditions do you have? (Please select all that apply)



Answers

**AC** - A chronic illness **AM** - A mobility impairment **DO** - Deafness or severe hearing impairment **BO** - Blindness or severe vision impairment  
**AM** - A mental health condition **AL** - A learning disability **NO** - None of these

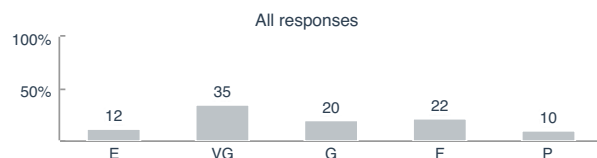
78. Thinking about the month leading up to your ED visit, how many days did illness or injury keep you in bed for all or a substantial part of the day?



Answers

**N** - None **1D** - 1 day **2D** - 2 days **3D** - 3 days **4D** - 4 days **5T** - 5 to 7 days **8T** - 8 to 10 days **MT** - More than 10 days

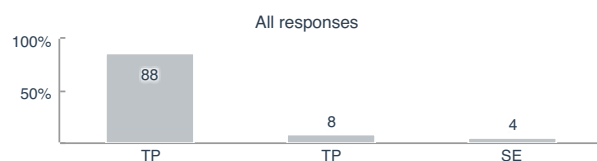
79. In general, how would you rate your health?



Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

80. Who completed this questionnaire?



Answers

**TP** - The patient **TP** - The patient with help from someone else **SE** - Someone else on behalf of the patient

## Adult Emergency - July 2016 - September 2016

### Any Other Comments

This section allowed the patients to suggest ways that they felt the emergency department could improve their care and services and to list the best and worst things about their visit to the ED.

81. What could the ED do to improve the care and services it provides to better meet the needs of patients?

All responses

---

<u>Improve care/treatment</u>	<u>Improve communication</u>	<u>Improve facilities</u>	<u>Other</u>
-------------------------------	------------------------------	---------------------------	--------------

Answers

**IC** - Improve care/treatment **IC** - Improve communication **IF** - Improve facilities **O** - Other

---

82. What were the best things about your visit to the ED?

All responses

---

<u>Other</u>	<u>Care and treatment</u>	<u>Communication</u>
--------------	---------------------------	----------------------

Answers

**O** - Other **CA** - Care and treatment **C** - Communication

---

83. What were the worst things about your visit to the ED?

All responses

---

<u>Other</u>	<u>Care and treatment</u>	<u>Communication</u>	<u>Facilities</u>
--------------	---------------------------	----------------------	-------------------

Answers

**O** - Other **CA** - Care and treatment **C** - Communication **F** - Facilities

# Paediatric Emergency - July 2016 - September 2016

## Overall Experience and Key Aspects of Care

The VHES paediatric Emergency Department questionnaire seeks to discover the experience of children under eight and their parents or carers at 36 Emergency Departments across Victoria. Potential respondents are randomly selected from children who were discharged from the ED in the preceding month and were not admitted to hospital. From January 2015 the experience of children between eight and 15 years and their parents or carers will also be captured in an additional questionnaire.

Key aspects of care questions are identified with a

Overall experience questions are identified with a

This section features the overall experience question, and the three key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the paediatric emergency category.

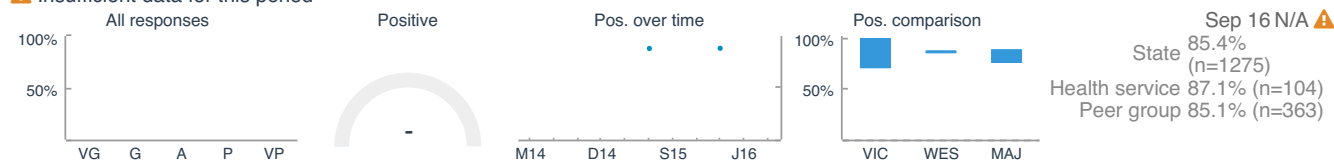
Key aspects of care questions are identified with a

Overall experience questions are identified with a

Analysis shows that if a campus providing paediatric emergency services improves the care and treatment provided by doctors and nurses and has enough staff to care for patients overall experience is likely to improve.

🌟 0-7 8-15 62. Overall, how would you rate the care your child received while in the ED? [View data](#)

⚠️ Insufficient data for this period



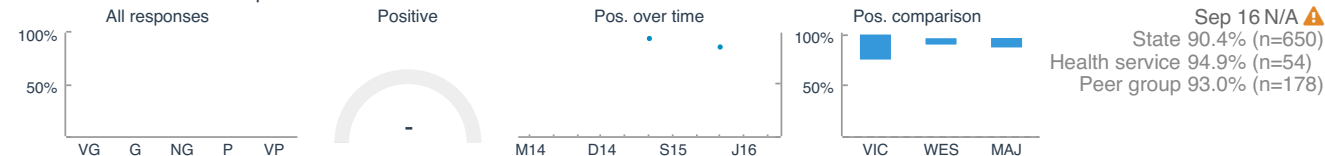
Answers

VG - Very good G - Good A - Adequate P - Poor VP - Very poor

★ 0-7 26. Overall, how would you rate the care and treatment your child received from his/her doctors? [View data](#)

data

⚠️ Insufficient data for this period



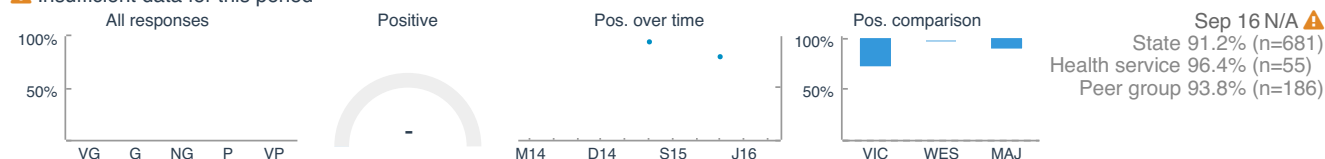
Answers

VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

★ 0-7 30. Overall, how would you rate the care and treatment your child received from his/her nurses? [View data](#)

data

⚠️ Insufficient data for this period



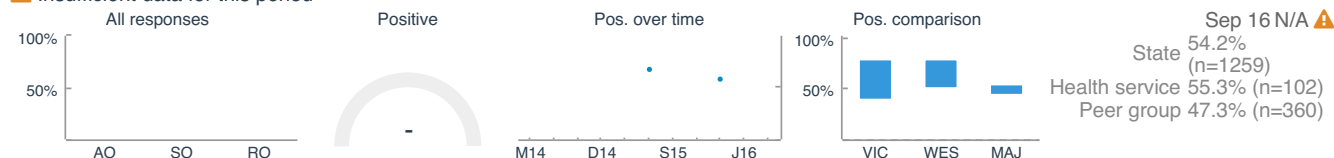
Answers

VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

★ 0-7 8-15 31. In your opinion, were there enough nurses and doctors on duty to care for your child in the ED? [View data](#)

View data

⚠️ Insufficient data for this period



Answers

AO - Always or nearly always SO - Some of the time RO - Rarely or never

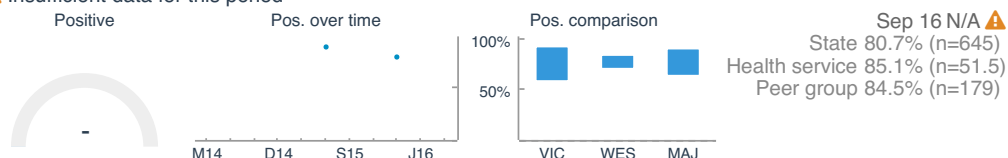
# Paediatric Emergency - July 2016 - September 2016

## Spotlight

### Transitions index paediatric emergency

The transitions index has been developed with the aim of improving the departure process from the emergency department. It incorporates the average of the positive scores for four paediatric emergency questions relating to leaving the emergency department. The index provides an overview of how hospitals, health services, peer groups and the state are performing in this process.

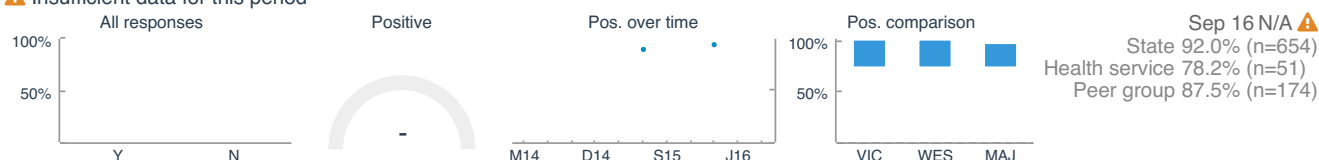
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n represents the average n across questions within the Spotlight. [View data »](#)

#### 0-7 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)

⚠ Insufficient data for this period

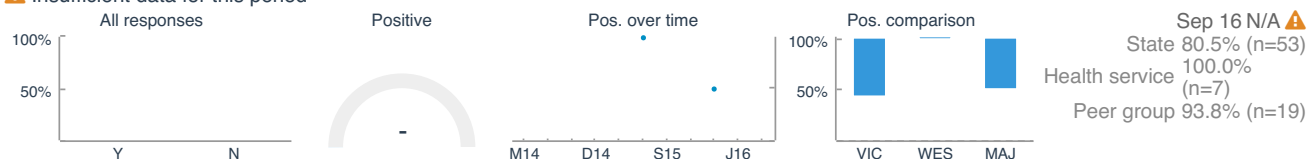


Answers

Y - Yes N - No

#### 0-7 57. Did a staff member explain the reason for the delay? [View data](#)

⚠ Insufficient data for this period

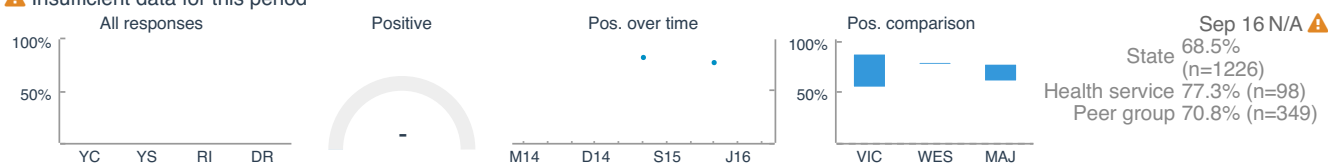


Answers

Y - Yes N - No

#### 0-7 8-15 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)

⚠ Insufficient data for this period

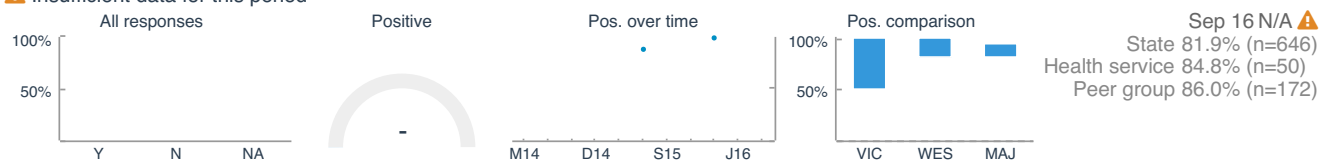


Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

#### 0-7 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)

⚠ Insufficient data for this period



Answers

Y - Yes N - No NA - Not applicable

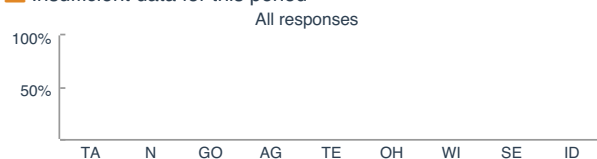
# Paediatric Emergency - July 2016 - September 2016

## Arrival At The Emergency Department

In this section, parents were asked whether their child's hospital stay was planned in advance or an emergency.

**0-7** 1. Who advised you and your child to go to the Emergency Department (ED)? (if more than one option applies, select the main source of advice)

⚠ Insufficient data for this period

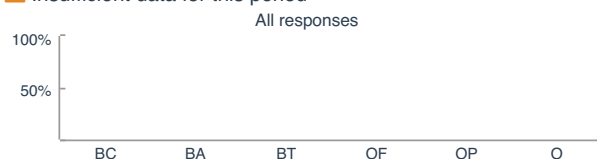


Answers

**TA** - The ambulance service **N** - Nurse-on-call **GO** - GP out of hours service **AG** - A GP at a surgery **TE** - The ED by phone  
**OH** - Other health professional **WI** - Website information **SE** - Somebody else **ID** - I decided

**0-7** 2. How did you travel to the hospital?

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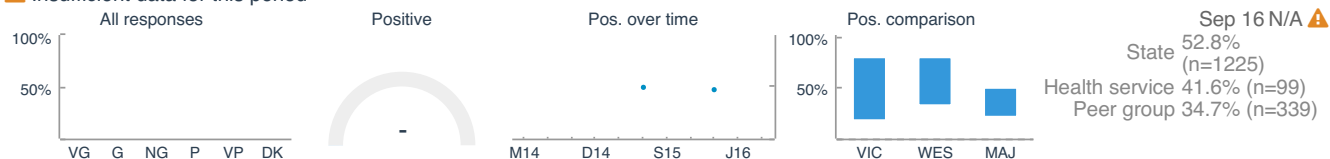


Answers

**BC** - By car **BA** - By ambulance **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

**0-7** **8-15** 3. How would you rate the car-parking at the hospital? [View data](#)

⚠ Insufficient data for this period

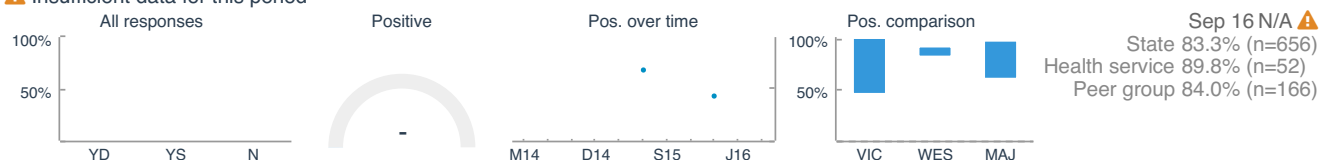


Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **DK** - Don't know

**0-7** 4. Was the ED easy to find? [View data](#)

⚠ Insufficient data for this period



Answers

**YD** - Yes, definitely **YS** - Yes, somewhat **N** - No

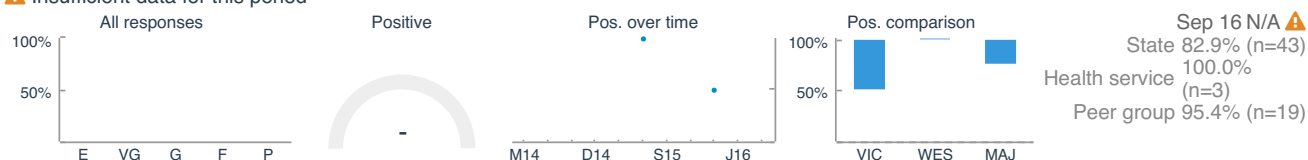
# Paediatric Emergency - July 2016 - September 2016

## Ambulance

In this section, those parents whose children arrived at the ED by ambulance were asked how well the ambulance service and ED staff worked together and how long they waited with the ambulance crew before being handed over to the ED staff. They were also asked what happened after they arrived at the ED.

**0-7** 5. How well do you think the ambulance service and ED staff worked together? [View data](#)

⚠ Insufficient data for this period

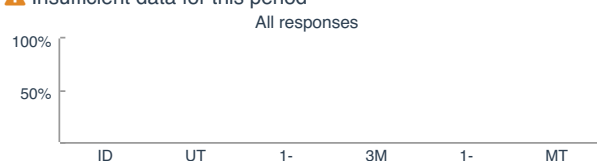


### Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

**0-7** 6. Once you arrived at hospital, how long did you wait with the ambulance crew before your child's care was handed over to the ED staff?

⚠ Insufficient data for this period

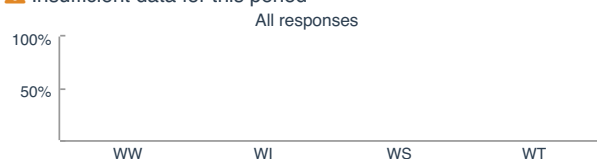


### Answers

**ID** - I did not have to wait **UT** - Up to 15 minutes **1-** - 16 - 30 minutes **3M** - 30 minutes - 1 hour **1-** - 1 - 2 hours **MT** - More than 2 hours

**0-7** 7. What happened after you arrived at the ED?

⚠ Insufficient data for this period



### Answers

**WW** - We went to reception **WI** - Waited in waiting area **WS** - Waited somewhere else **WT** - Went to a cubicle or room

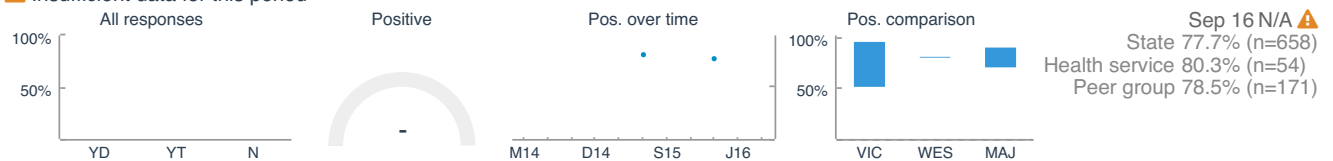
# Paediatric Emergency - July 2016 - September 2016

## Reception

In this section, parents were asked whether it was clear who to talk to when they first arrived at the emergency department. They were also asked to rate the politeness and courtesy of the ED reception staff.

**0-7** 8. When you first arrived at the ED, was it clear who to talk to? [View data](#)

⚠ Insufficient data for this period

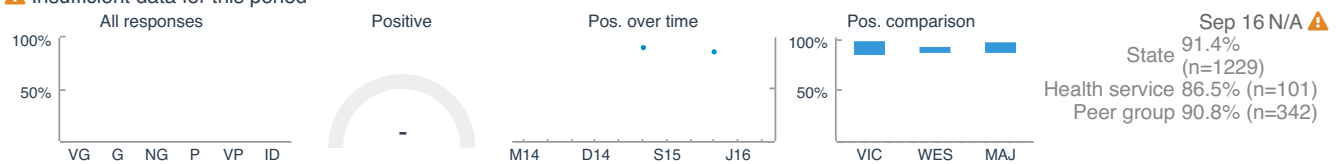


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

**0-7** **8-15** 9. How would you rate the politeness and courtesy of the ED reception staff? [View data](#)

⚠ Insufficient data for this period



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **ID** - I did not see a receptionist

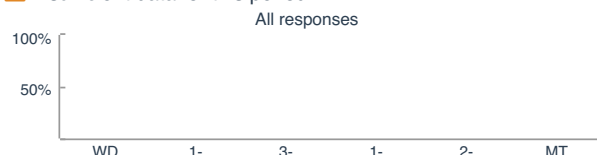
# Paediatric Emergency - July 2016 - September 2016

## Waiting

This section covers parents' experience in the waiting area. It covers length of wait, communication and care while waiting, the cleanliness and comfort of the waiting room, and how long their child waited to be examined after being transferred to a cubical or room.

**0-7** 10. Overall, how long did you spend in the waiting area?

⚠ Insufficient data for this period

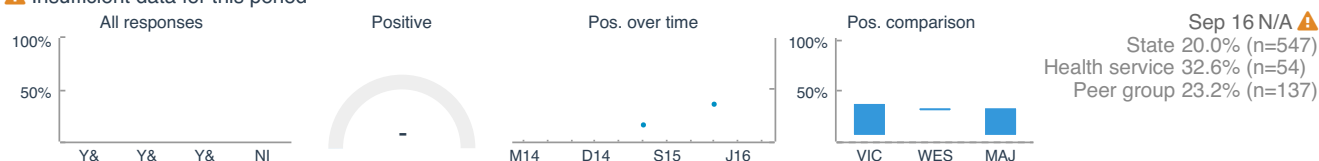


Answers

**WD** - We did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

**0-7** 11. Were you told how long your child would have to spend in the waiting area? [View data](#)

⚠ Insufficient data for this period



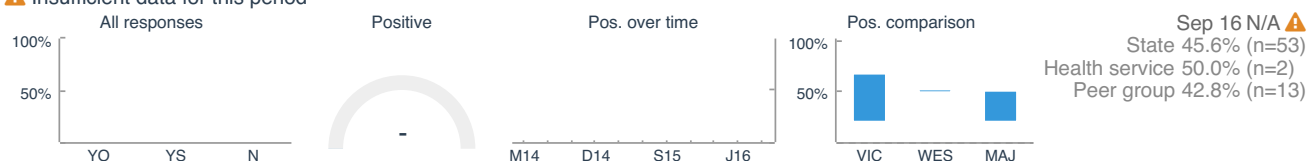
Answers

**Y&** - Yes & wait was longer **Y&** - Yes & wait was shorter **Y&** - Yes & wait was that long **NI** - No, I was not told

**0-7** 12. Were you provided with updated information on how long you would have to wait in the waiting area?

[View data](#)

⚠ Insufficient data for this period

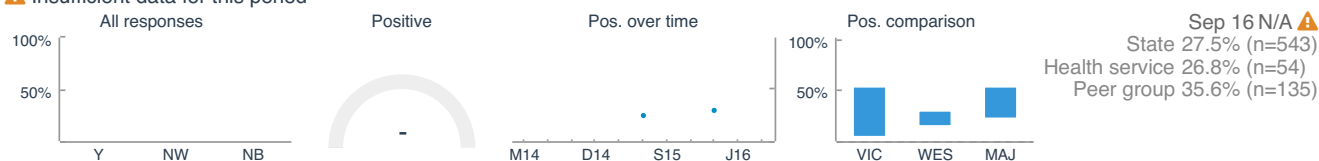


Answers

**YO** - Yes, often **YS** - Yes, sometimes **N** - No

**0-7** 13. Were you told why your child would have to wait? [View data](#)

⚠ Insufficient data for this period

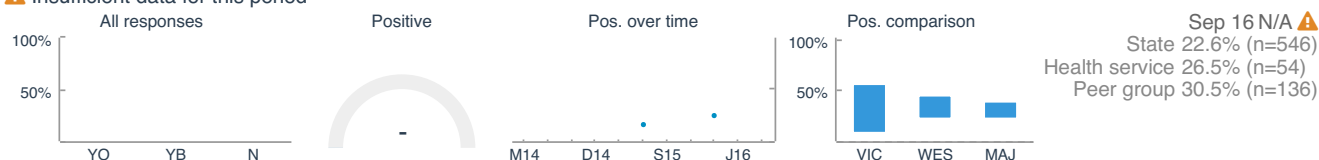


Answers

**Y** - Yes **NW** - No, would have liked **NB** - No, but I did not mind

**0-7** 14. While you were waiting, did ED staff check on your child's condition? [View data](#)

⚠ Insufficient data for this period

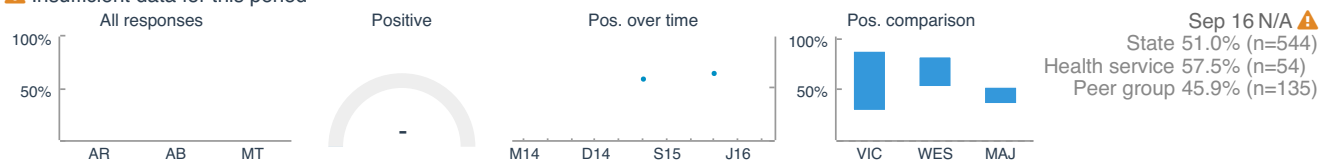


Answers

**YO** - Yes, often enough **YB** - Yes, but not enough **N** - No

**0-7 15. Do you think the amount of time your child spent in the waiting area was...** [View data](#)

⚠ Insufficient data for this period

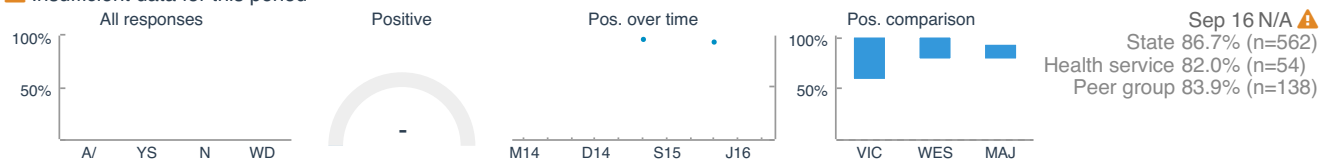


Answers

**AR** - About right **AB** - A bit too long **MT** - Much too long

**0-7 16. Were you and your child able to find a place to sit in the waiting area?** [View data](#)

⚠ Insufficient data for this period

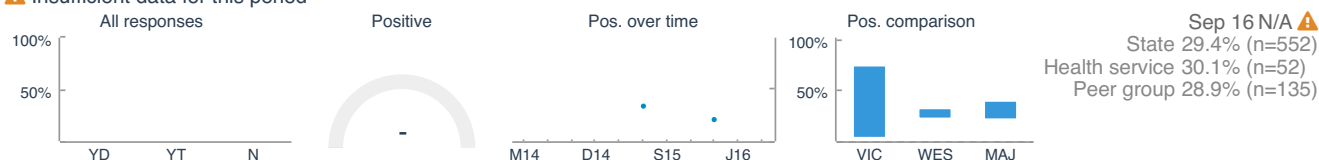


Answers

**A/** - All / most of the time **YS** - Yes, some of the time **N** - No **WD** - We did not want this

**0-7 17. Were the seats in the waiting area comfortable?** [View data](#)

⚠ Insufficient data for this period



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

**0-7 18. While you were waiting in the ED, did you and your child feel safe?** [View data](#)

⚠ Insufficient data for this period

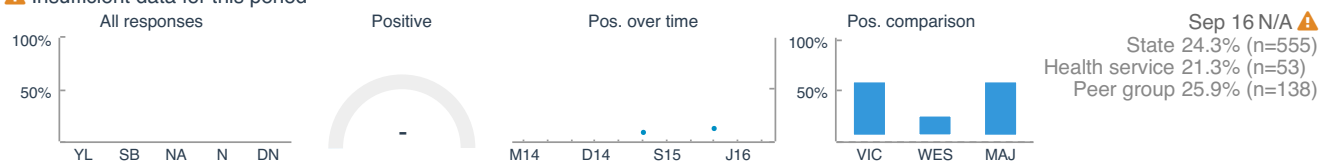


Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7 19. Was there enough for your child to do when waiting to be seen?** [View data](#)

⚠ Insufficient data for this period

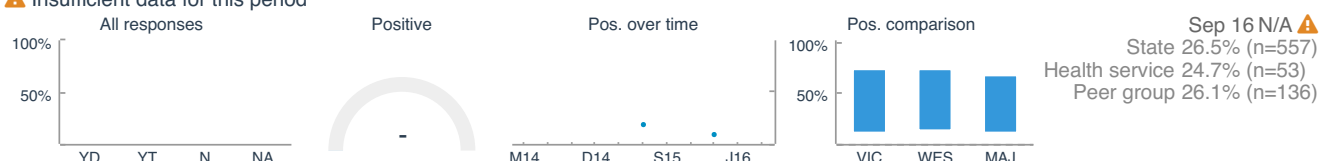


Answers

**YL** - Yes, lots to do **SB** - Some, but not enough **NA** - Not age / health appropriate **N** - No **DN** - Did not want / need this

**0-7 20. Was your child looked after while you waited (with pain medicine, blankets, sick bowls or anything else that was needed)?** [View data](#)

⚠ Insufficient data for this period

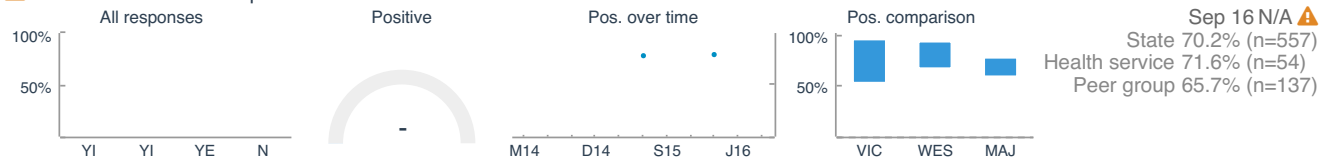


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

**0-7** 21. At any point, did you feel worried that staff in the ED had forgotten about your child? (Please select all that apply) [View data](#)

**⚠** Insufficient data for this period

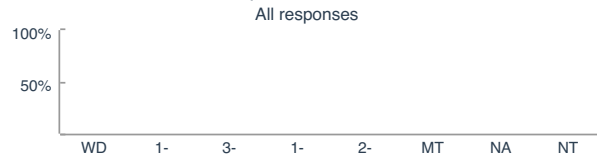


Answers

**YI** - Yes, in the waiting area **YI** - Yes, in a cubicle / room **YE** - Yes, elsewhere **N** - No

**0-7** 22. Once your child had been transferred to a cubicle or room, how long did he/she wait to be examined?

**⚠** Insufficient data for this period



Answers

**WD** - We did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours  
**NA** - Not applicable **NT** - Never transferred

# Paediatric Emergency - July 2016 - September 2016

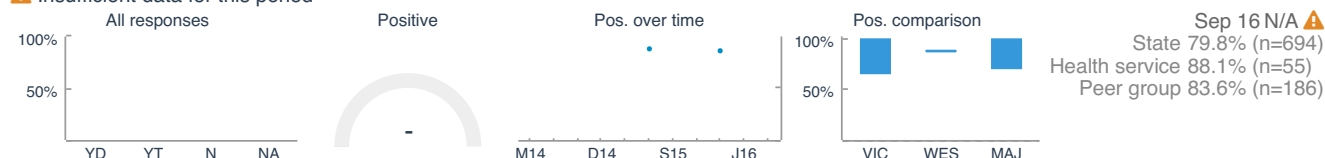
## Your Child's Doctors

This section covers the care provided specifically by doctors. Patients were asked whether they had enough time to discuss their child's health with a doctor in the ED, whether they had confidence and trust in the doctors treating their child, whether the doctors were compassionate, and to rate the care and treatment received from doctors overall.

**0-7** 23. Did you have enough time to discuss your child's health or medical problem with a doctor in the ED?

[View data](#)

⚠ Insufficient data for this period

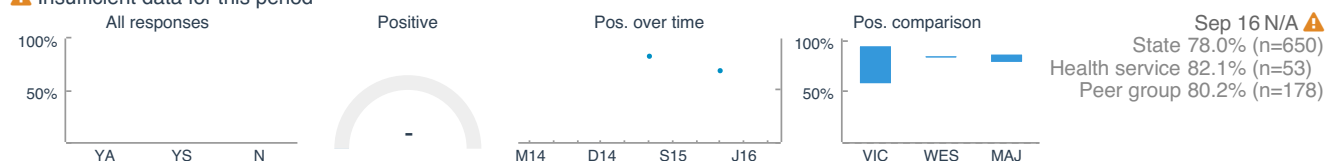


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

**0-7** 24. Did you have confidence and trust in the doctors treating your child? [View data](#)

⚠ Insufficient data for this period

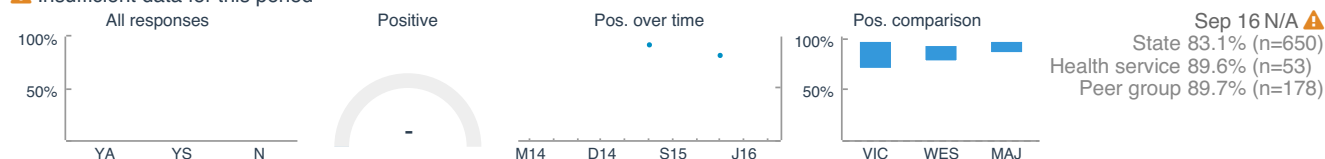


Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7** 25. Were the doctors treating your child compassionate? [View data](#)

⚠ Insufficient data for this period



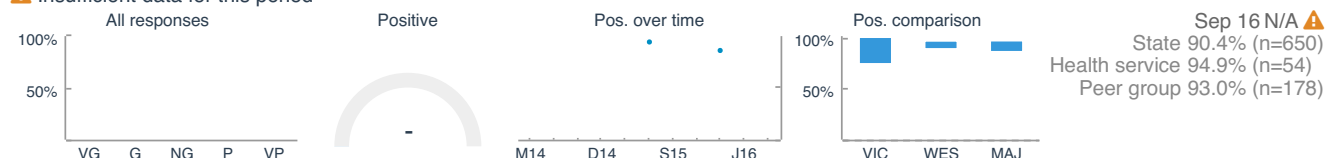
Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

★ **0-7** 26. Overall, how would you rate the care and treatment your child received from his/her doctors? [View data](#)

[data](#)

⚠ Insufficient data for this period



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

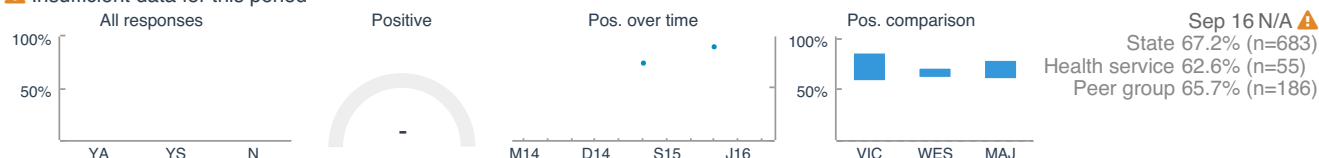
# Paediatric Emergency - July 2016 - September 2016

## Your Child's Nurses

This section covers the care provided specifically by nurses. Parents were asked to rate the nurses' knowledge of their child's condition and treatment, their confidence and trust in the nurses, whether or not the nurses were compassionate and the overall care and treatment received.

**0-7** 27. In your opinion, did the nurses who treated your child in the ED know enough about his/her condition and treatment? [View data](#)

⚠ Insufficient data for this period

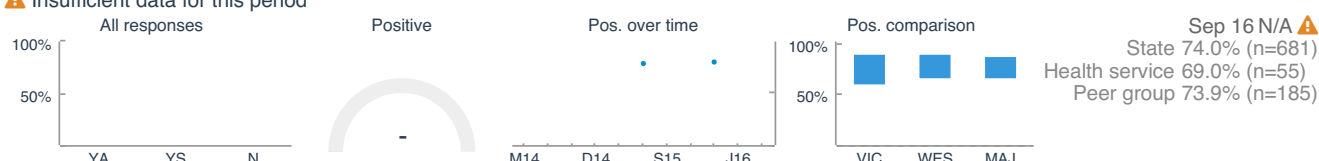


Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7** 28. Did you have confidence and trust in the nurses treating your child? [View data](#)

⚠ Insufficient data for this period

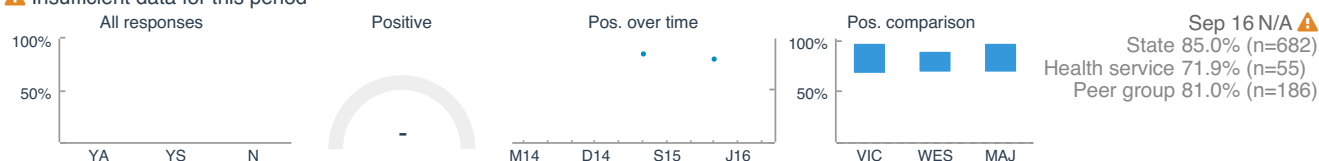


Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7** 29. Were the nurses treating your child compassionate? [View data](#)

⚠ Insufficient data for this period

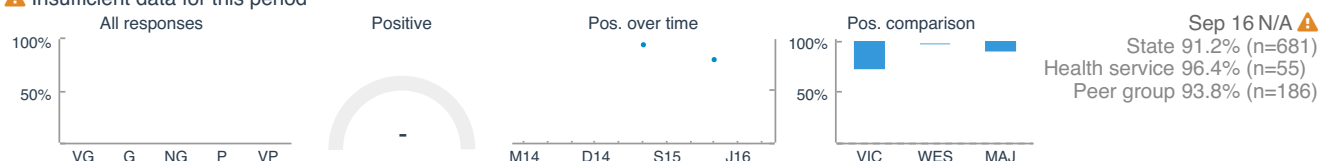


Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

★ **0-7** 30. Overall, how would you rate the care and treatment your child received from his/her nurses? [View data](#)

⚠ Insufficient data for this period



Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

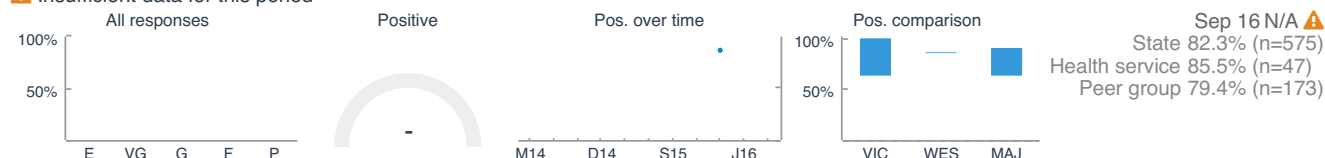
# Paediatric Emergency - July 2016 - September 2016

## Your Child's Care And Treatment

This section covers care provided by all health professionals to patients during their ED visit. Parents were asked whether there were enough doctors and nurses on duty to take care of their child in the ED and whether staff introduced themselves and explained things in a way they and their child could understand. Questions also covered hand washing, the consistency and sufficiency of information, the availability of staff, emotional support and pain management.

**8-15** 9. How would you rate how well the doctors and nurses worked together? [View data](#)

⚠ Insufficient data for this period



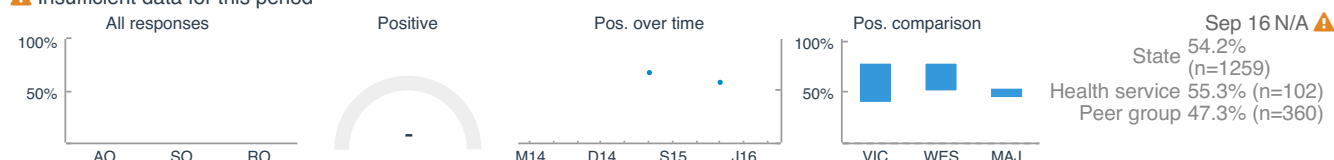
Answers

**E** - Excellent **VG** - Very Good **G** - Good **F** - Fair **P** - Poor

★ **0-7** **8-15** 31. In your opinion, were there enough nurses and doctors on duty to care for your child in the ED? [View data](#)

[View data](#)

⚠ Insufficient data for this period

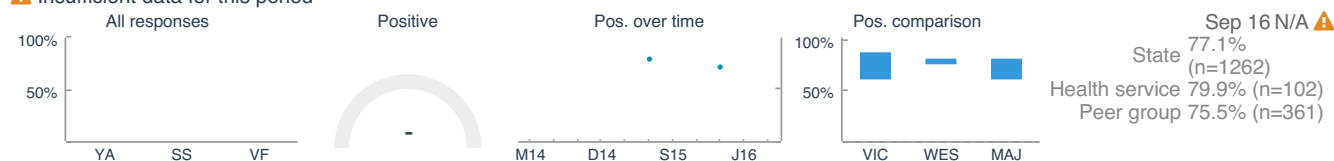


Answers

**AO** - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

**0-7** **8-15** 32. Did the staff treating and examining your child introduce themselves and their role to you and your child? [View data](#)

⚠ Insufficient data for this period

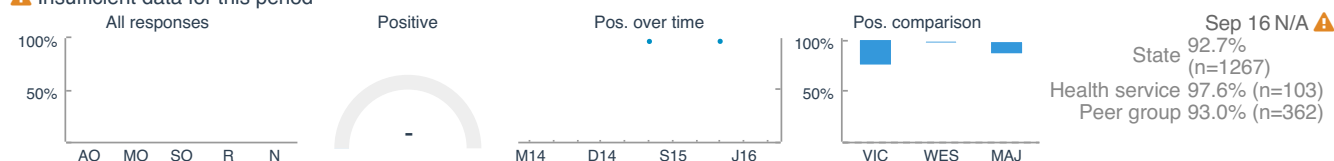


Answers

**YA** - Yes, all staff **SS** - Some staff **VF** - Very few / none

**0-7** **8-15** 33. How often did the doctors, nurses and other healthcare professionals caring for your child explain things in a way you could understand? [View data](#)

⚠ Insufficient data for this period

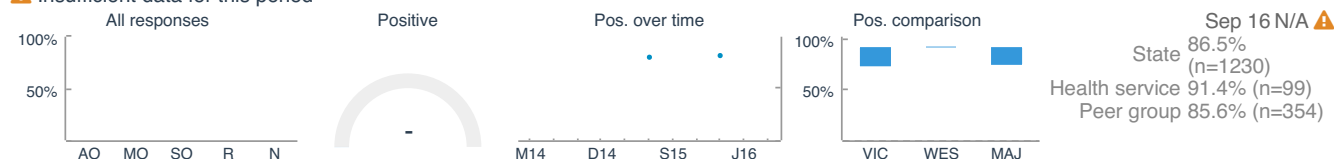


Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

**0-7** **8-15** 34. How often did doctors, nurses and other healthcare professionals explain things to your child in a way that was appropriate for him/her? [View data](#)

⚠ Insufficient data for this period

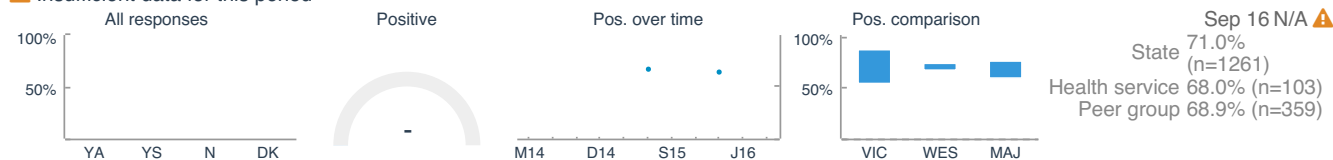


Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

**0-7 8-15** 35. Did you see ED staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining your child? [View data](#)

⚠ Insufficient data for this period



Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **DK** - Don't know

**0-7** 36. Sometimes in a hospital, a member of staff will say one thing about your child's care and another will say something quite different. Did this happen to you? [View data](#)

⚠ Insufficient data for this period



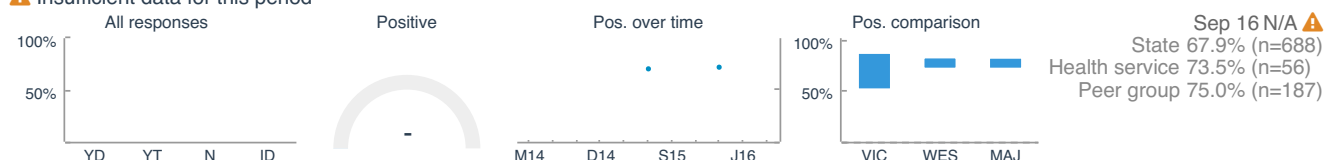
Answers

**YO** - Yes, often **YS** - Yes, sometimes **N** - No

**0-7** 37. Were you involved (as much as you wanted to be) in decisions about your child's care and treatment? [View data](#)

[View data](#)

⚠ Insufficient data for this period



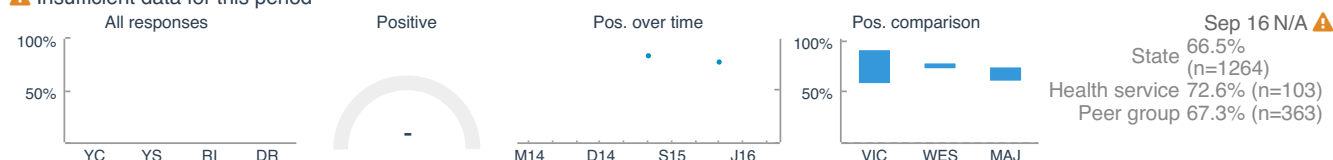
Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't want this

**0-7 8-15** 38. While in the ED, did you receive sufficient information about your child's condition and treatment? [View data](#)

[View data](#)

⚠ Insufficient data for this period

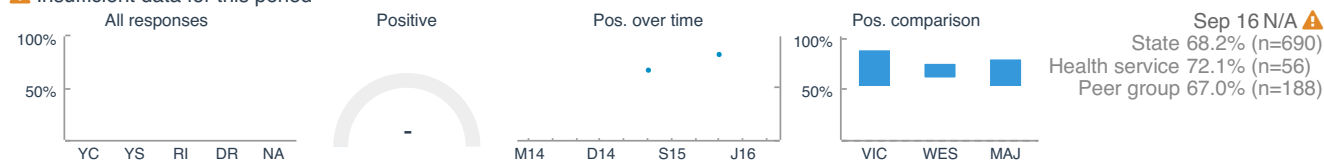


Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

**0-7** 39. Did you receive sufficient information about any medication your child was given while in the ED (e.g. purpose, side effects and how to administer the medication)? [View data](#)

⚠ Insufficient data for this period



Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info **NA** - Not applicable

**0-7 8-15** 40. If you had any questions or worries about your child's condition or treatment did a health professional discuss them with you? [View data](#)

⚠ Insufficient data for this period

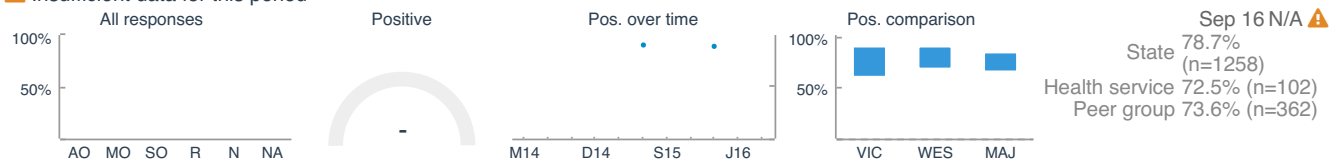


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't raise them **ID** - I didn't have any

**0-7 8-15** 41. If your child needed assistance, were you able to get a member of staff to help him/her within a reasonable time? [View data](#)

⚠ Insufficient data for this period

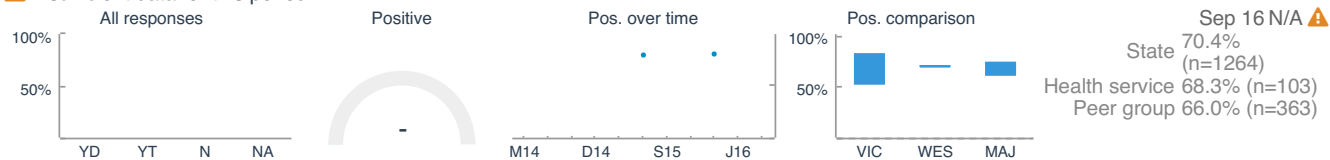


Answers

**AO** - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never **NA** - Not applicable

**0-7 8-15** 42. Do you think the ED staff did everything they could to help manage your child's pain? [View data](#)

⚠ Insufficient data for this period



Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

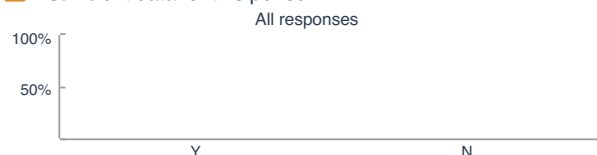
# Paediatric Emergency - July 2016 - September 2016

## Tests

In this section, parents were asked whether their child had any tests while in the ED. Those whose child received tests were asked whether staff explained what the test would involve and the results in a manner that the parent and patient could understand.

**0-7** 43. Did your child have any tests (such as x-rays, scans or blood tests) in the ED?

⚠ Insufficient data for this period

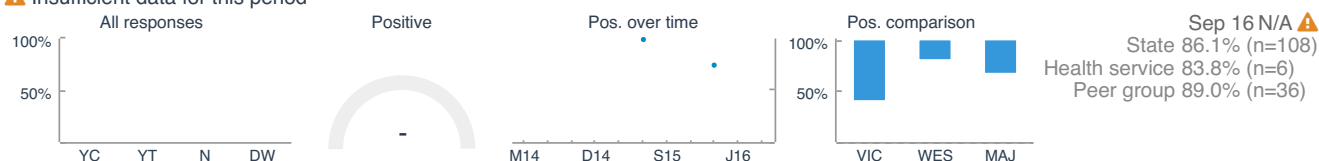


Answers

**Y** - Yes **N** - No

**0-7** 44. Did a member of hospital staff explain what would be done in a way that you could understand? [View data](#)

⚠ Insufficient data for this period

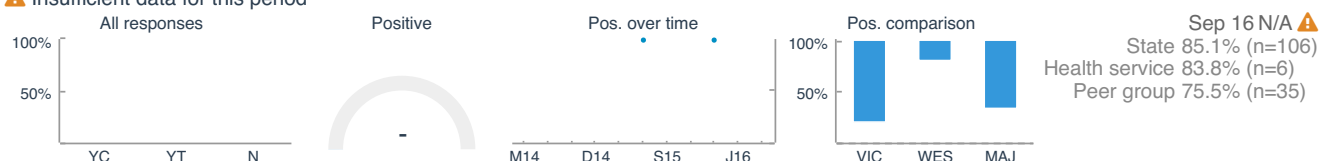


Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **DW** - Didn't want explanation

**0-7** 45. Before the test did a member of hospital staff explain what would be done in a way that was appropriate for your child? [View data](#)

⚠ Insufficient data for this period

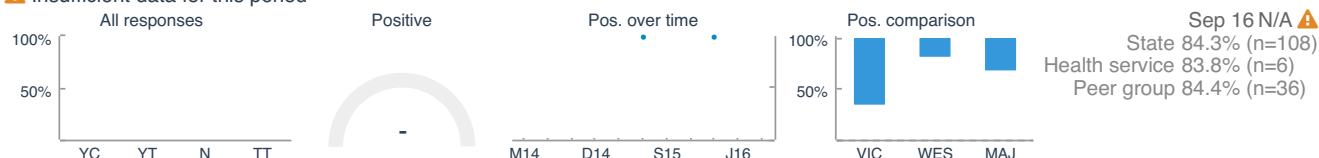


Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No

**0-7** 46. Were you told the results of the test in a way you could understand? [View data](#)

⚠ Insufficient data for this period



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **TT** - Told the results later

**0-7** 47. Was your child told the results of the test in a way that was appropriate for him/her? [View data](#)

⚠ Insufficient data for this period



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable **TT** - Told the results later

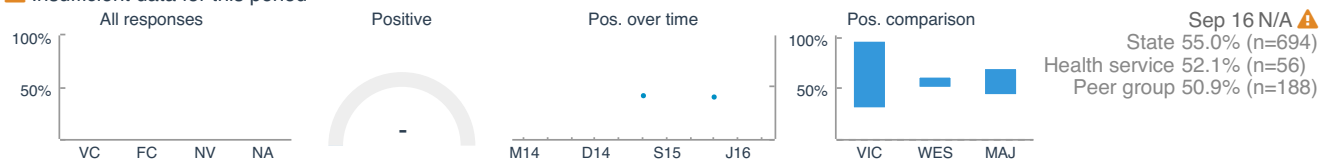
# Paediatric Emergency - July 2016 - September 2016

## Hospital Environment And Facilities

This section explored the physical environment of the ED. Patients were asked about the cleanliness of the ED and toilets, hand washing, safety and access to food and drinks.

0-7 8-15 48. In your opinion, how clean was the ED? [View data](#)

⚠ Insufficient data for this period

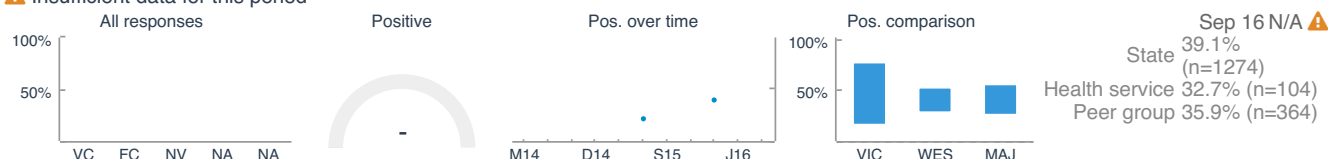


Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean

0-7 8-15 49. How clean were the toilets in the ED? [View data](#)

⚠ Insufficient data for this period

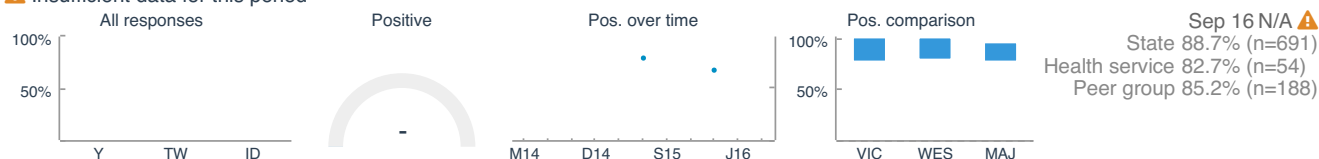


Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean NA - Not applicable

0-7 50. Were hand-wash gels available for patients and visitors to use? [View data](#)

⚠ Insufficient data for this period



Answers

Y - Yes TW - They were empty ID - I did not see any

0-7 51. During your child's visit to the ED, was he/she ever bothered by any of the following? (Please select all that apply) [View data](#)

⚠ Insufficient data for this period

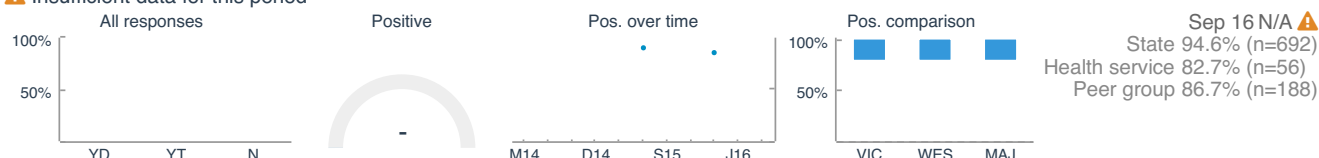


Answers

OP - Other patients' noise HS - Hospital staff noise VN - Visitors' noise EN - Equipment noise ON - Other noise L - Lighting  
NO - None of the above

0-7 52. While you were in the ED, did you or your child feel threatened by other patients or visitors? [View data](#)

⚠ Insufficient data for this period

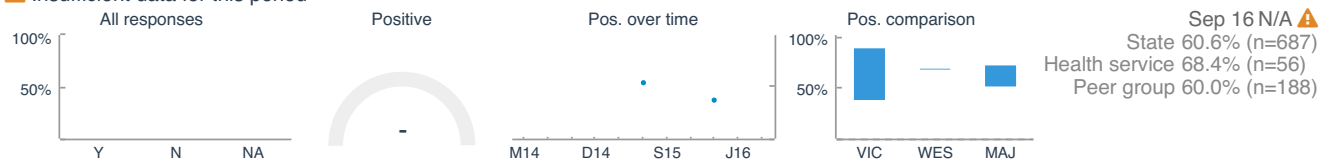


Answers

YD - Yes, definitely YT - Yes, to some extent N - No

0-7 53. Were you and your child able to access suitable food and drinks when you were in the ED, if you wanted to? [View data](#)

⚠ Insufficient data for this period



Answers

Y - Yes N - No NA - Not applicable

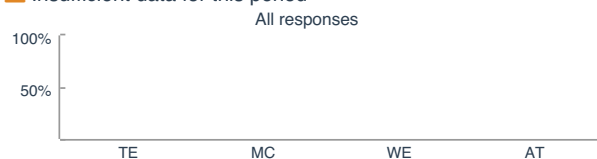
# Paediatric Emergency - July 2016 - September 2016

## Leaving The Emergency Department

In this section, parents were asked what happened at the end of their child's ED visit, the length and reason for any delays in leaving, and whether they received sufficient information prior to leaving.

**0-7** 54. What happened at the end of your child's visit to the ED?

⚠ Insufficient data for this period

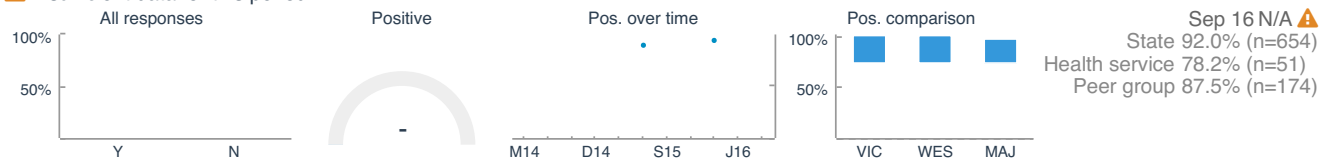


Answers

**TE** - Transferred elsewhere **MC** - My child went home **WE** - Went elsewhere **AT** - Admitted to a ward

**0-7** 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)

⚠ Insufficient data for this period

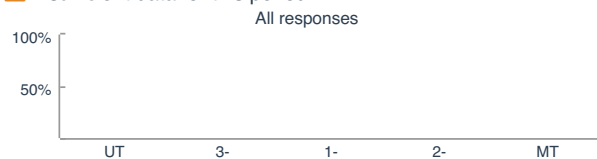


Answers

**Y** - Yes **N** - No

**0-7** 56. How long was the delay in leaving the ED?

⚠ Insufficient data for this period

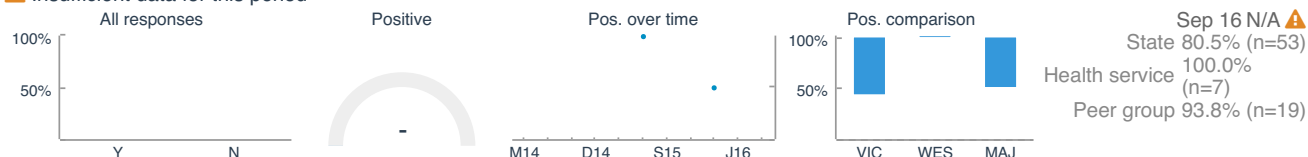


Answers

**UT** - Up to 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

**0-7** 57. Did a staff member explain the reason for the delay? [View data](#)

⚠ Insufficient data for this period

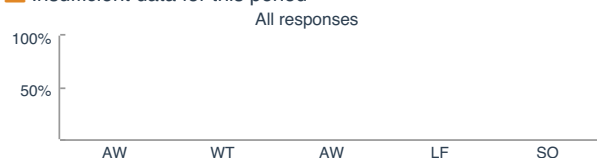


Answers

**Y** - Yes **N** - No

**0-7** 58. What was the reason or reasons for the delay? (Please select all that apply)

⚠ Insufficient data for this period

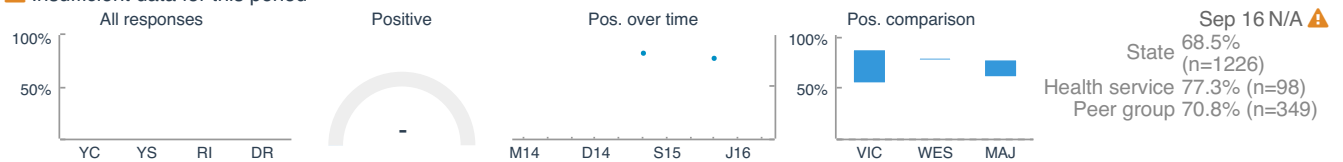


Answers

**AW** - A wait for medicines **WT** - Wait to see the doctor **AW** - A wait for transport **LF** - Letter for GP **SO** - Some other reason

**0-7 8-15** 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)

⚠ Insufficient data for this period

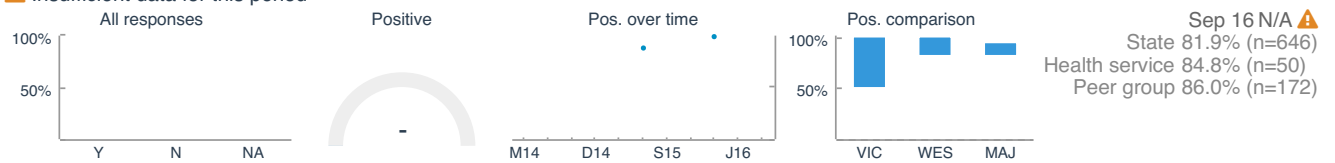


Answers

**YC** - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

**0-7** 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)

⚠ Insufficient data for this period



Answers

**Y** - Yes **N** - No **NA** - Not applicable

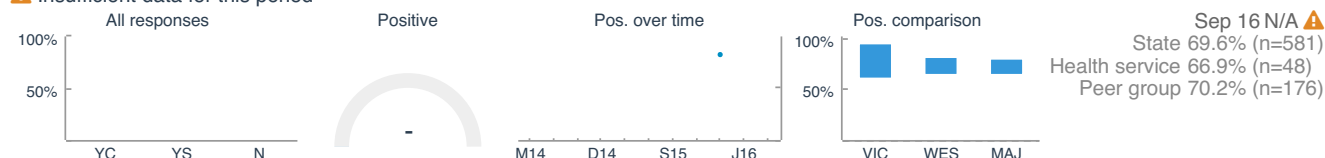
# Paediatric Emergency - July 2016 - September 2016

## Overall

This section covers parents' overall feelings about their child's experience, including whether they and their child were treated with respect and dignity and listened to and understood by hospital staff. Parents were also asked to rate the care they received overall, and whether they or their child were treated unfairly for any reason.

**8-15** 17. Do you think your visit to the Emergency Department was beneficial to the health of your child? [View data](#)

⚠ Insufficient data for this period



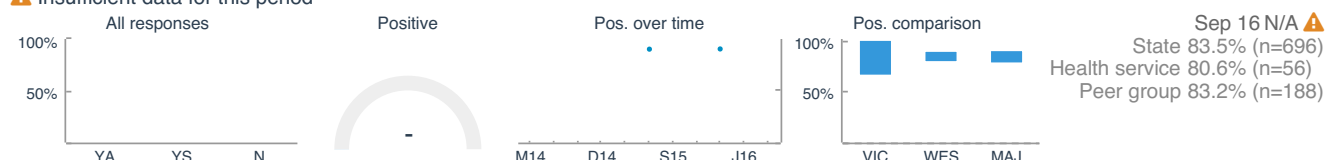
### Answers

**YC** - Yes, completely **YS** - Yes, somewhat **N** - No

**0-7** 61. Overall, do you feel you and your child were treated with respect and dignity while you were in the ED? [View data](#)

[View data](#)

⚠ Insufficient data for this period

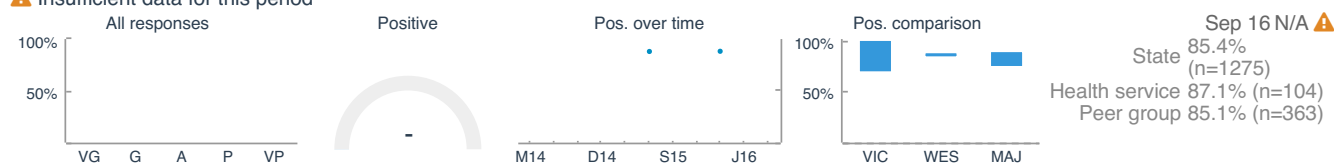


### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7** **8-15** 62. Overall, how would you rate the care your child received while in the ED? [View data](#)

⚠ Insufficient data for this period



### Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

**0-7** 63. Do you feel that you and your child were listened to and understood by the people looking after your child? [View data](#)

⚠ Insufficient data for this period

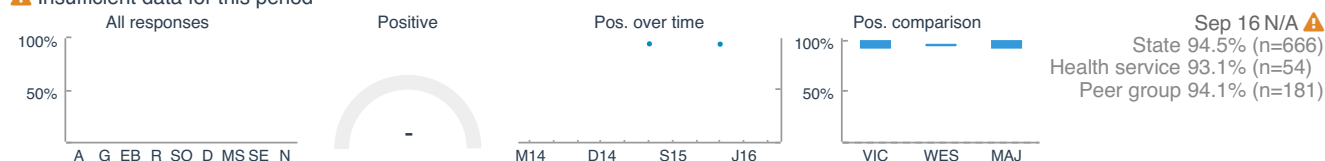


### Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No

**0-7** 64. During your visit to the ED, do you feel that you or your child were treated unfairly for any of the reasons below? (Please select all that apply) [View data](#)

⚠ Insufficient data for this period



### Answers

**A** - Age **G** - Gender **EB** - Ethnic background **R** - Religion **SO** - Sexual orientation **D** - Disability **MS** - Marital status **SE** - Something else  
**N** - No

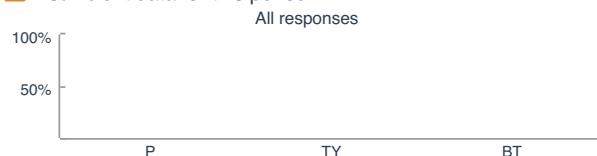
# Paediatric Emergency - July 2016 - September 2016

## About Your Child

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Parents were also asked a number of questions about their child's health, including how often in the last twelve months they had visited the ED and any long standing medical conditions they have.

**8-15** 25. Who was the main person who answered the questions in this section (section 1 - the parent section) of the questionnaire?

⚠ Insufficient data for this period



Answers

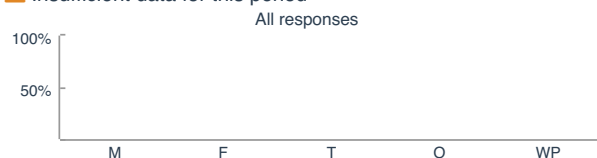
**P** - Parent/guardian **TY** - The young patient **BT** - Both together

**0-7** **8-15** 65. Average age of patient

0

**0-7** **8-15** 66. What is your child's gender?

⚠ Insufficient data for this period



Answers

**M** - Male **F** - Female **T** - Transgender **O** - Other **WP** - Would prefer not to say

**0-7** **8-15** 67. Which language does your child mainly speak at home?

⚠ Insufficient data for this period

English 0% Other

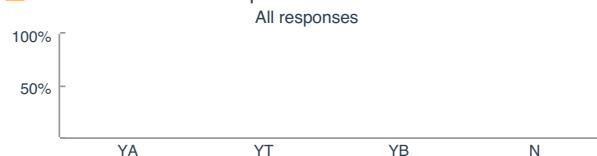
0%

Answers

**E** - English **AL** - A language other than English

**0-7** **8-15** 68. Is your child of Aboriginal origin, Torres Strait Islander origin, or both?

⚠ Insufficient data for this period

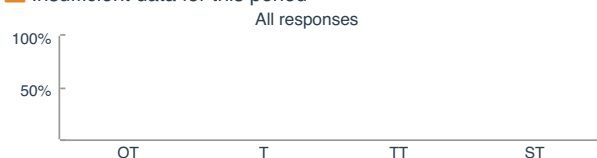


Answers

**YA** - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

**0-7** **8-15** 69. How many times in the last 12 months has your child been in the ED of this hospital?

⚠ Insufficient data for this period

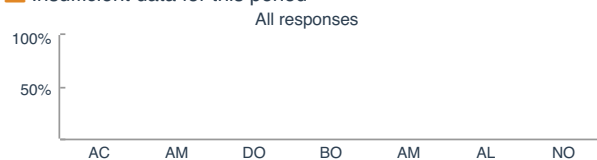


Answers

**OT** - One time only **T** - Twice **TT** - Three to five times **ST** - Six times or more

**0-7 8-15** 70. Which, if any, of the following long-standing conditions does your child have? (Please select all that apply)

⚠ Insufficient data for this period

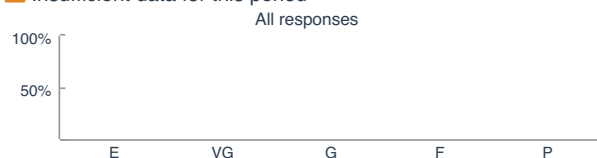


Answers

**AC** - A chronic illness **AM** - A mobility impairment **DO** - Deafness or hearing impairment **BO** - Blindness or vision impairment  
**AM** - A mental health condition **AL** - A learning disability **NO** - None of these

**0-7 8-15** 71. In general, how would you rate your child's health?

⚠ Insufficient data for this period

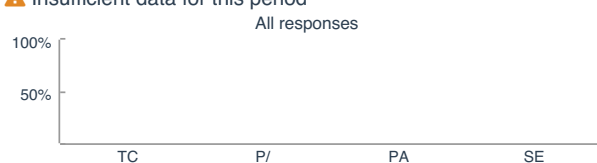


Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

**0-7** 72. Who completed this questionnaire?

⚠ Insufficient data for this period



Answers

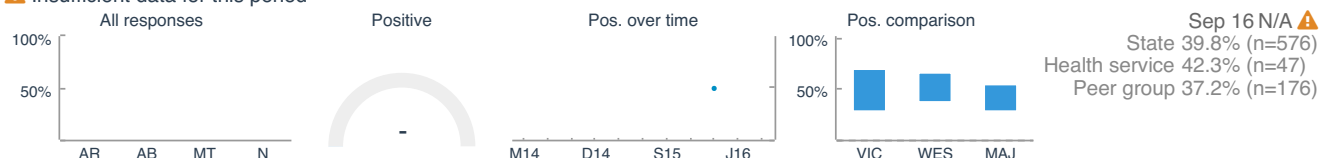
**TC** - The child **P/** - Parent / carer **PA** - Patient and parent / carer **SE** - Someone else

# Paediatric Emergency - July 2016 - September 2016

## The Child's Opinion: Arrival And Waiting

**8-15** 26. Do you think the amount of time you spent in the waiting area was...? [View data](#)

⚠ Insufficient data for this period



Answers

**AR** - About right **AB** - A bit too long **MT** - Much too long **N** - N/A

**8-15** 27. While you were waiting, did hospital staff tell you what was happening? [View data](#)

⚠ Insufficient data for this period

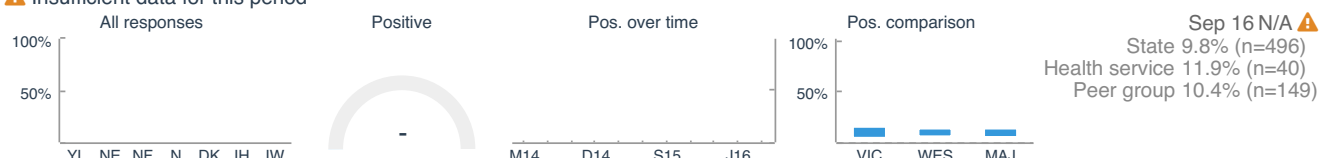


Answers

**YD** - Yes, definitely **YS** - Yes, sort of **TW** - This was not needed **N&** - No & I would like this **DK** - Don't know

**8-15** 28. Did the hospital provide enough for you to do when you were waiting to be seen (such as toys, games and books)? [View data](#)

⚠ Insufficient data for this period



Answers

**YL** - Yes, lots to do **NE** - Not enough **NF** - Not for my age group **N** - No **DK** - Don't know **IH** - I had my own things **IW** - I was not well

**8-15** 29. Were you looked after while you waited in the Emergency Department (with pain medicine, blankets, sick bowls or anything else you needed)? [View data](#)

⚠ Insufficient data for this period

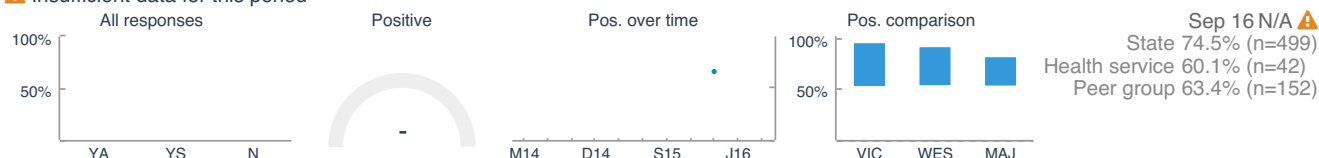


Answers

**YD** - Yes, definitely **YS** - Yes, sort of **N** - No **ID** - I did not need anything

**8-15** 30. While you were waiting in the Emergency Department, did you feel safe? [View data](#)

⚠ Insufficient data for this period



Answers

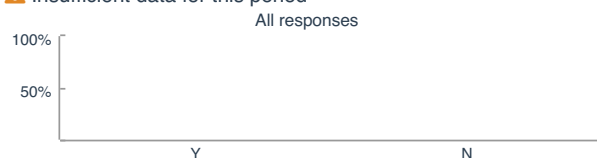
**YA** - Yes, always **YS** - Yes, sort of **N** - No

# Paediatric Emergency - July 2016 - September 2016

## The Child's Opinion: Tests

**8-15** 38. Did you have any tests (such as x-rays, scans or blood tests) in the Emergency Department?

⚠ Insufficient data for this period



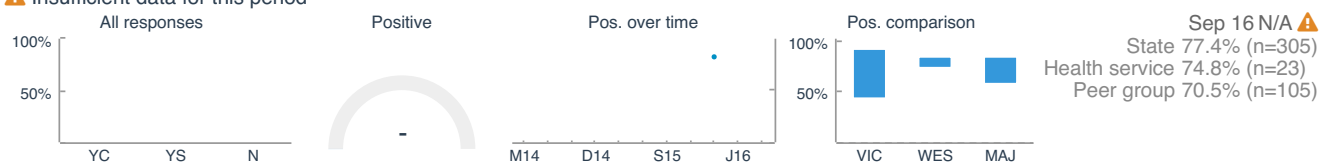
Answers

**Y** - Yes **N** - No

**8-15** 39. Before the test, did someone tell you what was going to happen in a way you could understand? [View data](#)

data

⚠ Insufficient data for this period

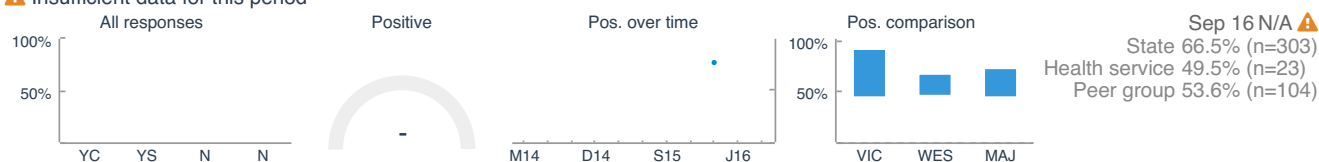


Answers

**YC** - Yes, completely **YS** - Yes, sort of **N** - No

**8-15** 40. Were you told the results of the test in a way you could understand? [View data](#)

⚠ Insufficient data for this period



Answers

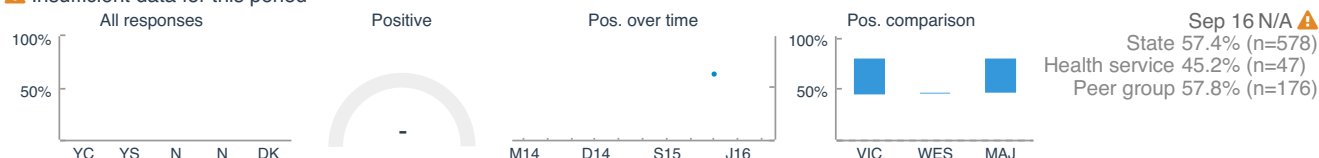
**YC** - Yes, completely **YS** - Yes, sort of **N** - No **N** - N/A

# Paediatric Emergency - July 2016 - September 2016

## The Child's Opinion: Your Care

### 8-15 31. Did hospital staff caring for you explain things in a way you could understand? [View data](#)

⚠ Insufficient data for this period

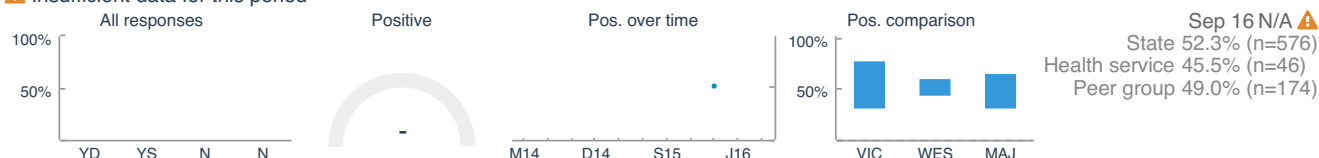


Answers

YC - Yes, completely YS - Yes, sort of N - No N - N/A DK - Don't know

### 8-15 32. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)

⚠ Insufficient data for this period

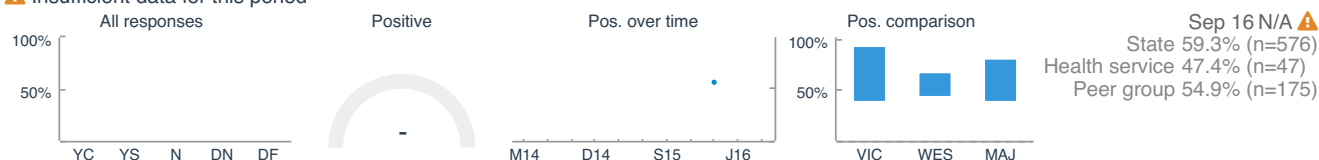


Answers

YD - Yes, definitely YS - Yes, sort of N - No N - NA

### 8-15 33. If you had any questions or worries, did a doctor or nurse talk with you about them? [View data](#)

⚠ Insufficient data for this period

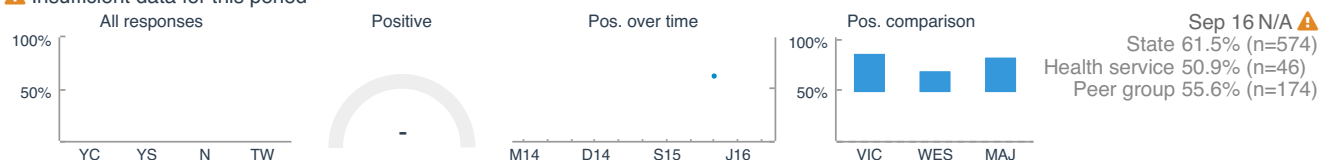


Answers

YC - Yes, completely YS - Yes, sort of N - No DN - Did not have questions DF - Didn't feel comfortable discussing

### 8-15 34. Did doctors and nurses do everything they could to calm and comfort you? [View data](#)

⚠ Insufficient data for this period

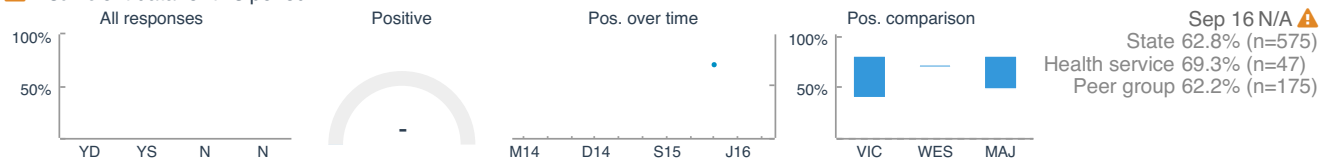


Answers

YC - Yes, completely YS - Yes, sort of N - No TW - This was not needed

### 8-15 35. Did doctors and nurses do everything they could to help with your pain? [View data](#)

⚠ Insufficient data for this period

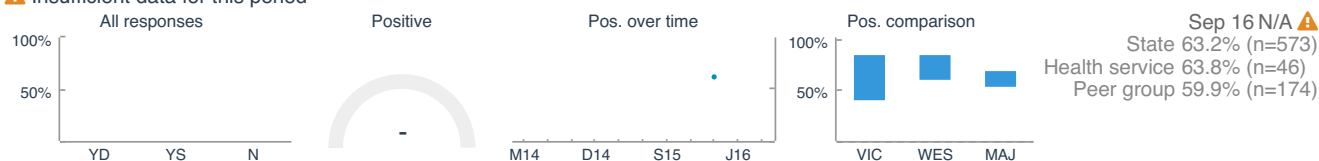


Answers

YD - Yes, definitely YS - Yes, sort of N - No N - N/A

### 8-15 36. Were you given enough privacy while in the Emergency Department? [View data](#)

⚠ Insufficient data for this period

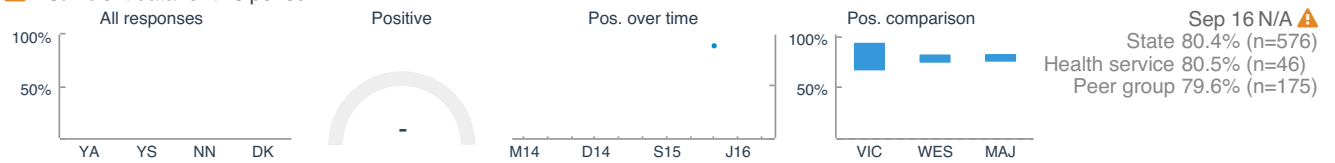


Answers

YD - Yes, definitely YS - Yes, sort of N - No

8-15 37. Were you ever told different things by different people, which left you feeling confused? [View data](#)

⚠ Insufficient data for this period



Answers

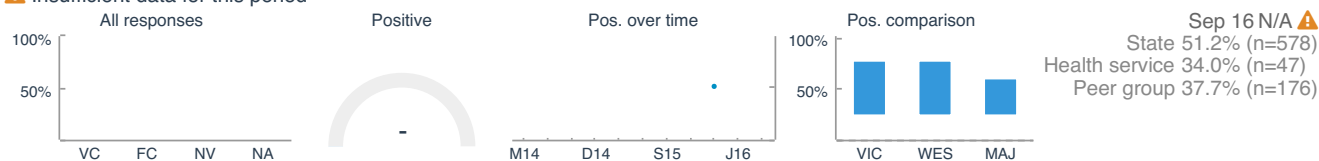
**YA** - Yes, a lot **YS** - Yes, sometimes **NN** - No, never **DK** - Don't know

# Paediatric Emergency - July 2016 - September 2016

## The Child's Opinion: Overall

### 8-15 41. Overall, how clean was the Emergency Department? [View data](#)

⚠ Insufficient data for this period



Answers

**VC** - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean

### 8-15 42. How clean were the toilets in the Emergency Department? [View data](#)

⚠ Insufficient data for this period

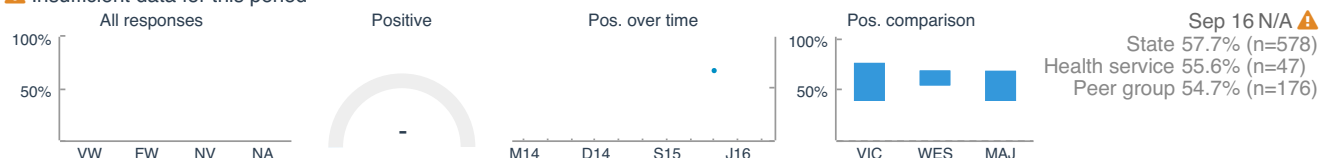


Answers

**VC** - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean **N** - N/A

### 8-15 43. Overall, how well do you think you were looked after by staff during your visit to the Emergency Department? [View data](#)

⚠ Insufficient data for this period

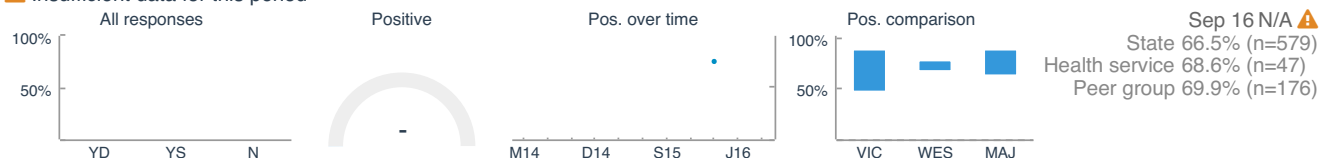


Answers

**VW** - Very well **FW** - Fairly well **NV** - Not very well **NA** - Not at all well

### 8-15 44. Do you think your visit to the Emergency Department helped you with your health problem? [View data](#)

⚠ Insufficient data for this period

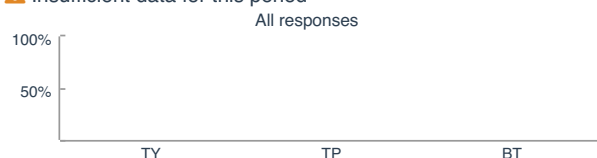


Answers

**YD** - Yes, definitely **YS** - Yes, sort of **N** - No

### 8-15 45. Who was the main person who answered the questions in this section (section 2 - the child's section) of the questionnaire? [View data](#)

⚠ Insufficient data for this period



Answers

**TY** - The young patient **TP** - The parent/guardian **BT** - Both together

# Paediatric Emergency - July 2016 - September 2016

## Other Comments

This section allowed the parents to suggest ways that they felt the hospital could improve their care and services and to list the best and worst things about their child's visit to the ED.

0-7 8-15 73. What could the hospital do to improve the care and services it provides to better meet the needs of patients?

⚠ Insufficient data for this period

All responses

---

Improve care/treatment Improve communication Improve facilities Other

Answers

IC - Improve care/treatment IC - Improve communication IF - Improve facilities O - Other

---

0-7 8-15 74. What were the best things about your child's visit to the ED?

⚠ Insufficient data for this period

All responses

---

Other Care and treatment Communication Facilities

Answers

O - Other CA - Care and treatment C - Communication F - Facilities

---

0-7 8-15 75. What were the worst things about your child's visit to the ED?

⚠ Insufficient data for this period

All responses

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Other Care and treatment Communication Waiting Facilities

Answers

O - Other CA - Care and treatment C - Communication W - Waiting F - Facilities

# Adult Specialist Clinics - July - Sept 2016

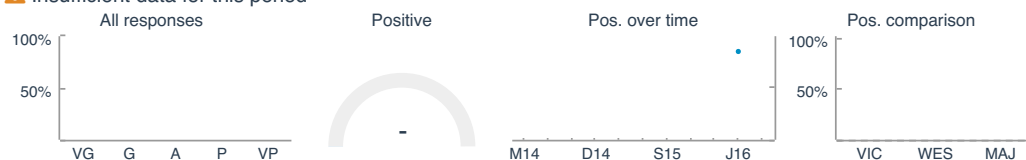
## Overall Experience and Key Aspects of Care

The VHES Adult Specialist questionnaire seeks to discover the experience of people, 16 and over, who have had an experience at a specialist clinic. Potential respondents are randomly selected from people who had an appointment at a Specialist Clinic in the preceding month.

This section features the overall experience question, and the three key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult specialist category.

69. Overall, how would you rate the care you received at the clinic? [View data](#)

Insufficient data for this period



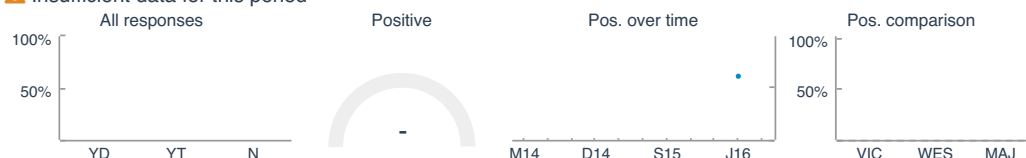
Sep 16 N/A  
Jun 16 86.1%  
(n=383)  
State -  
Health service -  
Peer group -

Answers

VG - Very good G - Good A - Adequate P - Poor VP - Very Poor

11. Did you experience any inconvenience or problems as a result of the wait? [View data](#)

Insufficient data for this period



Sep 16 N/A  
Jun 16 62.0%  
(n=330)  
State -  
Health service -  
Peer group -

Answers

YD - Yes, definitely YT - Yes, to some extent N - No

23. Did you have confidence and trust in the doctor examining and treating you? [View data](#)

Insufficient data for this period



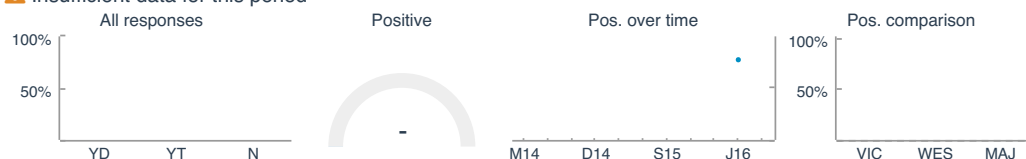
Sep 16 N/A  
Jun 16 69.6%  
(n=304)  
State -  
Health service -  
Peer group -

Answers

YD - Yes, definitely YT - Yes, to some extent N - No

31. Do you feel that you were listened to and understood by this health professional? [View data](#)

Insufficient data for this period



Sep 16 N/A  
Jun 16 78.2%  
(n=161)  
State -  
Health service -  
Peer group -

Answers

YD - Yes, definitely YT - Yes, to some extent N - No

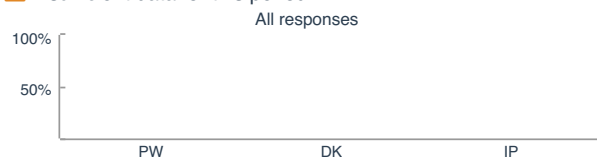
# Adult Specialist Clinics - July - Sept 2016

## The Appointment

Patients were asked when their most recent appointment was.

1. On what date was your most recent appointment at the hospital identified on the cover of this booklet?

⚠ Insufficient data for this period



### Answers

**PW** - Please write in (DDMMYYYY) **DK** - Don't know **IP** - I'd prefer not to say

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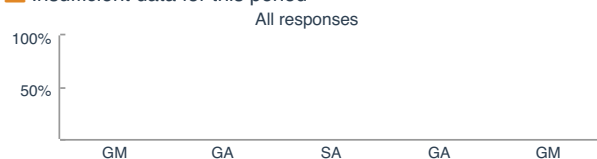
# Adult Specialist Clinics - July - Sept 2016

## Before The Day Of The Appointment

In this section, patients were asked to about the severity of their symptoms while waiting for an appointment, changes in the appointment date and time and whether they received the information they needed.

### 2. While you were waiting for this appointment did your symptoms or condition...?

⚠ Insufficient data for this period

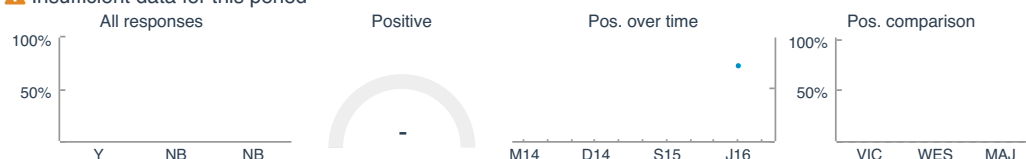


Answers

**GM** - Get much better **GA** - Get a little better **SA** - Stay about the same **GA** - Get a little worse **GM** - Get much worse

### 3. Were you able to get an appointment time that suited you? [View data](#)

⚠ Insufficient data for this period



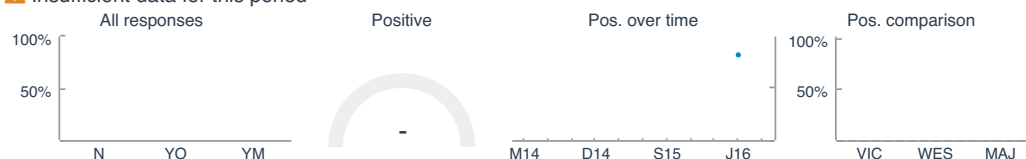
Answers

**Y** - Yes **NB** - No, but I would have liked a choice **NB** - No, but I did not need / want a choice

Sep 16 N/A ⚠  
Jun 16 73.4%  
(n=386)  
State -  
Health service -  
Peer group -

### 4. Was your appointment changed to a later date by the hospital? [View data](#)

⚠ Insufficient data for this period



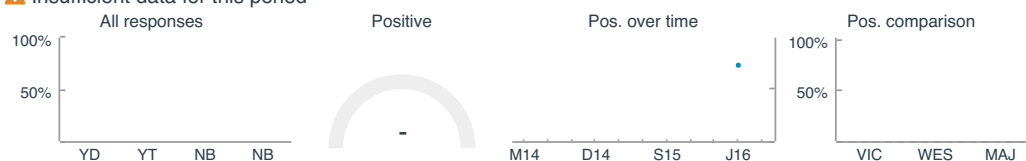
Answers

**N** - No **YO** - Yes, once **YM** - Yes, more than once

Sep 16 N/A ⚠  
Jun 16 83.1%  
(n=381)  
State -  
Health service -  
Peer group -

### 5. Before the appointment did you receive all the information that you needed? (e.g. about how to prepare for the appointment, what to bring, what would happen at the appointment and who to contact if your symptoms got worse) [View data](#)

⚠ Insufficient data for this period



Answers

**YD** - Yes, definitely **YT** - Yes to some extent **NB** - No, but I would have liked this **NB** - No, but this was not needed

Sep 16 N/A ⚠  
Jun 16 74.1%  
(n=382)  
State -  
Health service -  
Peer group -

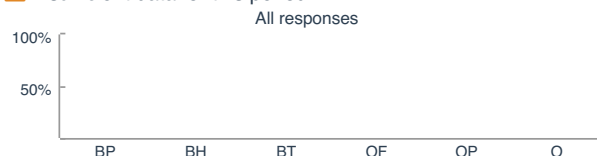
## Adult Specialist Clinics - July - Sept 2016

### Arrival At The Hospital

In this section, patients were asked how they travelled to the hospital, how they would rate the transportation facilities and whether it was easy to find the specialist clinic. Patients were also asked to rate the politeness and helpfulness of the reception staff.

6. How did you travel to the hospital for your most recent specialist clinic appointment? Please think about your main form of transport only.

⚠ Insufficient data for this period

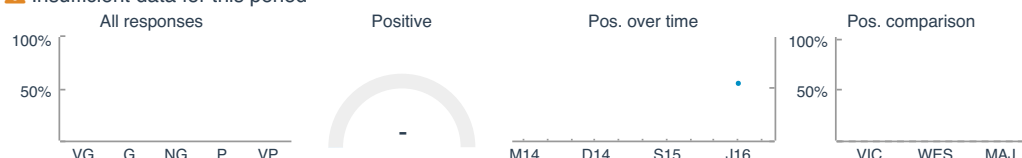


Answers

**BP** - By private car **BH** - By hospital or community transport services **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

7. How would you rate the transportation facilities at the hospital (e.g. car parking, foot paths, taxi drop off areas, access to public transport)? [View data](#)

⚠ Insufficient data for this period



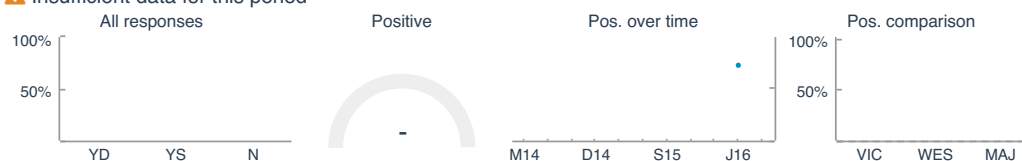
Sep 16 N/A ⚠  
Jun 16 55.8%  
(n=376)  
State -  
Health service -  
Peer group -

Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

8. Once you arrived at the hospital, was it easy to find your way to the specialist clinic? [View data](#)

⚠ Insufficient data for this period



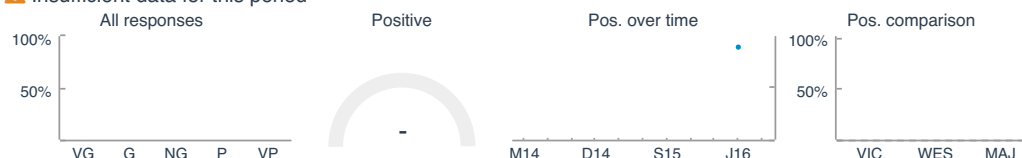
Sep 16 N/A ⚠  
Jun 16 73.5%  
(n=386)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YS** - Yes, somewhat **N** - No

9. How would you rate the politeness and helpfulness of the reception staff at the specialist clinic? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 90.3%  
(n=385)  
State -  
Health service -  
Peer group -

Answers

**VG** - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

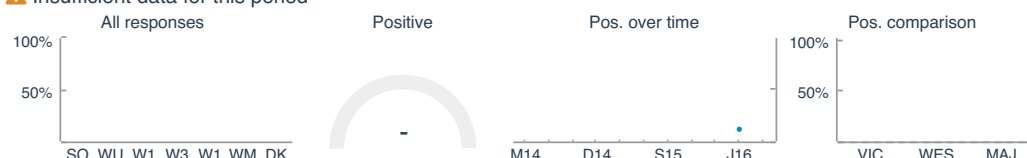
# Adult Specialist Clinics - July - Sept 2016

## Waiting At The Clinic

This section covered the patients' wait at the clinic. They were asked how long they had to wait, about any inconveniences due to the wait and whether they were told how long the wait would be. Questions about the comfort of the waiting area and whether suitable food and drinks were available were also asked.

### 10. Approximately, how long after the stated appointment time did the appointment start? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 11.9%  
(n=383)  
State -  
Health service -  
Peer group -

#### Answers

**SO** - Seen on time, or early **WU** - Waited up to 15 minutes **W1** - Waited 16 - 30 minutes **W3** - Waited 30 minutes to 1 hour

**W1** - Waited 1 - 2 hours **WM** - Waited more than 2 hours **DK** - Don't know / Can't remember

### ★ 11. Did you experience any inconvenience or problems as a result of the wait? [View data](#)

⚠ Insufficient data for this period



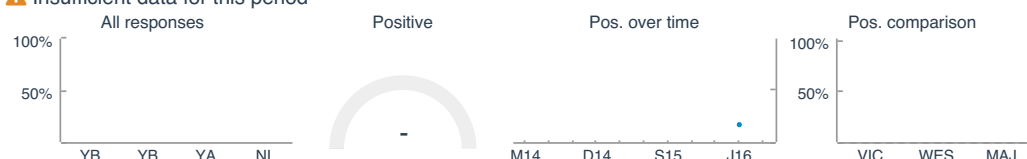
Sep 16 N/A ⚠  
Jun 16 62.0%  
(n=330)  
State -  
Health service -  
Peer group -

#### Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

### 12. Were you told how long you would have to spend in the waiting area? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 17.0%  
(n=329)  
State -  
Health service -  
Peer group -

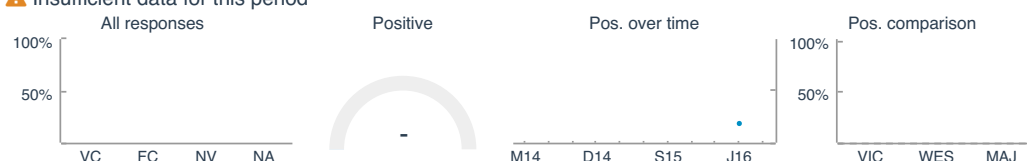
#### Answers

**YB** - Yes, but the wait was longer **YB** - Yes, but the wait was shorter **YA** - Yes, and I had to wait about as long as I was told

**NI** - No, I was not told

### 13. How comfortable was the waiting area? [View data](#)

⚠ Insufficient data for this period



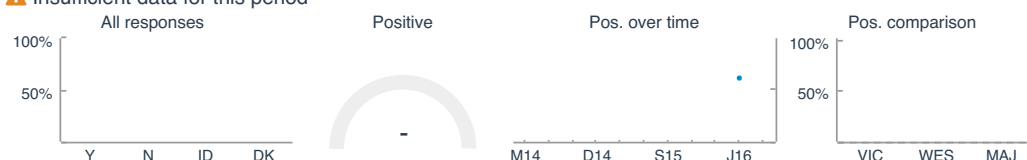
Sep 16 N/A ⚠  
Jun 16 18.7%  
(n=331)  
State -  
Health service -  
Peer group -

#### Answers

**VC** - Very comfortable **FC** - Fairly comfortable **NV** - Not very comfortable **NA** - Not at all comfortable

### 14. Were suitable food and drinks available at the hospital if you wanted them? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 62.1%  
(n=320)  
State -  
Health service -  
Peer group -

#### Answers

**Y** - Yes **N** - No **ID** - I didn't want to access food or drinks because I was worried about missing my appointment **DK** - Don't know

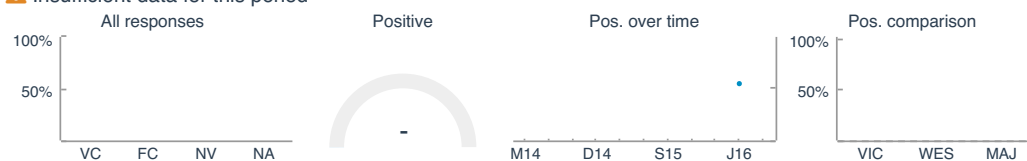
# Adult Specialist Clinics - July - Sept 2016

## Clinic Environment And Facilities

Patients were asked about the cleanliness of the clinic and of the toilets at the clinic.

15. How clean was the clinic? [View data](#)

⚠ Insufficient data for this period



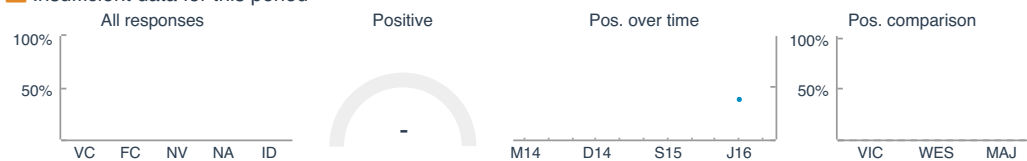
Sep 16 N/A ⚠  
Jun 16 55.4%  
(n=382)  
State -  
Health service -  
Peer group -

Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean

16. How clean were the toilets at the clinic? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 39.1%  
(n=379)  
State -  
Health service -  
Peer group -

Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean ID - I did not use a toilet

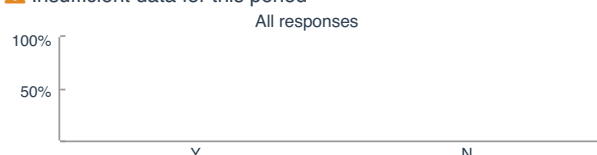
# Adult Specialist Clinics - July - Sept 2016

## Seeing A Doctor

This section covered the care provided specifically by doctors. Those who had an appointment with a doctor as part of their specialist clinic appointment were asked whether they had enough time to discuss their condition or symptoms, if the doctor knew enough about their medical history, the length of time with the doctor and the doctors' explanation of the treatment or care plan. Patients were also asked whether they felt listened to and understood, whether they had confidence and trust in the doctor and whether the doctor discussed any worries or fears with them.

17. Was any part of your specialist clinic appointment with a doctor? (e.g. a medical specialist or surgeon)

⚠ Insufficient data for this period

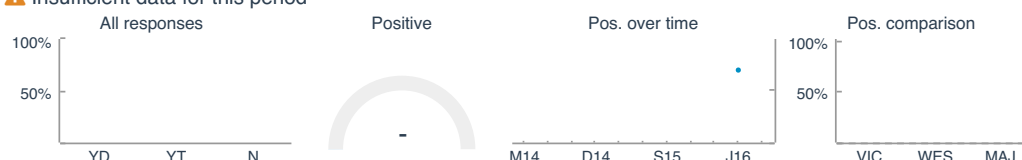


Answers

**Y** - Yes **N** - No

18. Did you have enough time to discuss your condition or symptoms with the doctor? [View data](#)

⚠ Insufficient data for this period



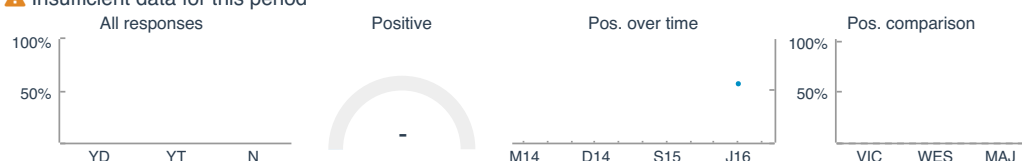
Sep 16 N/A ⚠  
Jun 16 70.7%  
(n=297)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

19. Did the doctor know enough about your medical history? [View data](#)

⚠ Insufficient data for this period



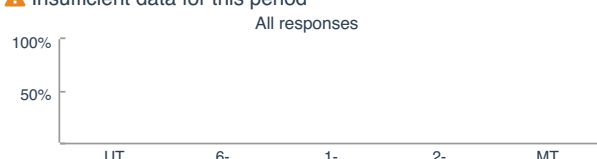
Sep 16 N/A ⚠  
Jun 16 57.4%  
(n=302)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes definitely **YT** - Yes to some extent **N** - No

20. Approximately, how long were you with the doctor?

⚠ Insufficient data for this period

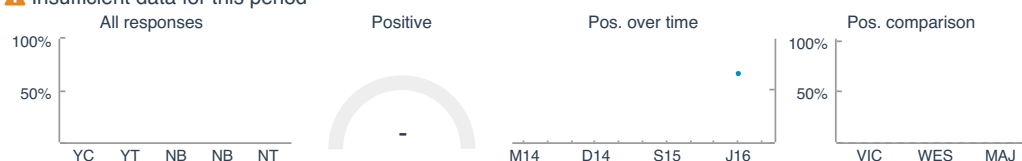


Answers

**UT** - Up to 5 minutes **6-** - 6 - 10 minutes **1-** - 11 - 20 minutes **2-** - 21 - 30 minutes **MT** - More than 30 minutes

21. Did the doctor explain the reasons for any treatment or care plan in a way that you could understand? [View data](#)

⚠ Insufficient data for this period



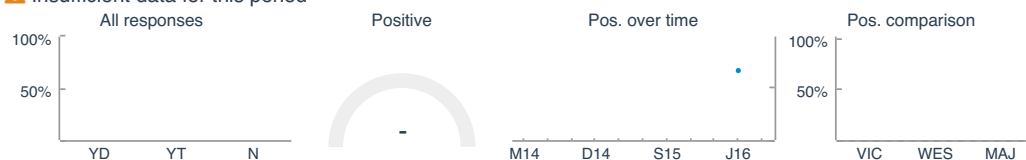
Sep 16 N/A ⚠  
Jun 16 67.0%  
(n=299)  
State -  
Health service -  
Peer group -

Answers

**YC** - Yes, completely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but I did not want / need an explanation  
**NT** - No treatment or action plan was needed

22. Do you feel that you were listened to and understood by the doctor? [View data](#)

⚠ Insufficient data for this period



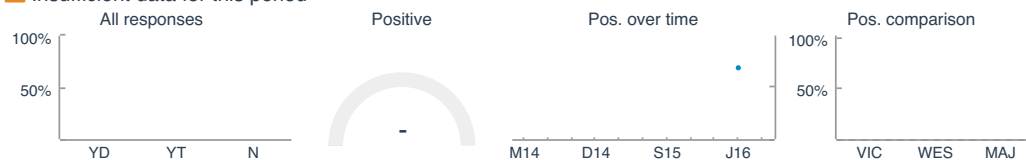
Sep 16 N/A ⚠  
Jun 16 67.8%  
(n=298)  
State -  
Health service -  
Peer group -

Answers

YD - Yes, definitely YT - Yes, to some extent N - No

★ 23. Did you have confidence and trust in the doctor examining and treating you? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 69.6%  
(n=304)  
State -  
Health service -  
Peer group -

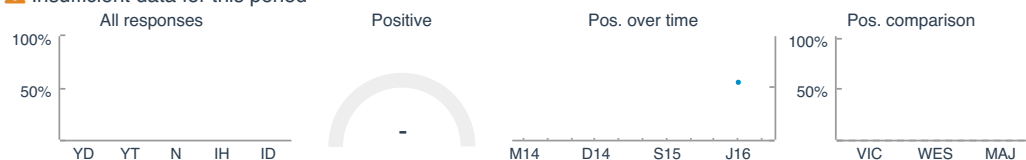
Answers

YD - Yes, definitely YT - Yes, to some extent N - No

24. If you had any worries or fears about your condition or treatment, did the doctor discuss them with you?

[View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 56.0%  
(n=301)  
State -  
Health service -  
Peer group -

Answers

YD - Yes, definitely YT - Yes, to some extent N - No IH - I had worries or fears but did not discuss them ID - I did not have worries or fears

# Adult Specialist Clinics - July - Sept 2016

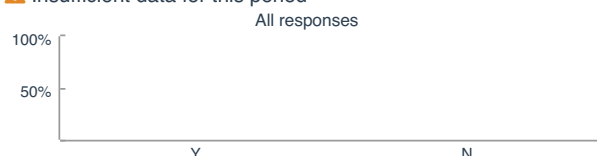
## Seeing Another Health Professional

In this section of the questionnaire, questions covered the care provided by other health professionals. Those who had an appointment with any health professional other than a doctor during their specialist clinic appointment were asked who the health professional was that they saw, whether they had enough time to discuss their condition or symptoms, if the health professional knew enough about their medical history, the length of time with the health professional and the health professional's explanation of the treatment or care plan.

They were also asked whether they felt listened to and understood to, whether they had confidence and trust in the health professional and whether the health professional discussed any worries or fears with them.

25. Was all or part of your specialist clinic appointment with any health professional, other than a doctor?

⚠ Insufficient data for this period

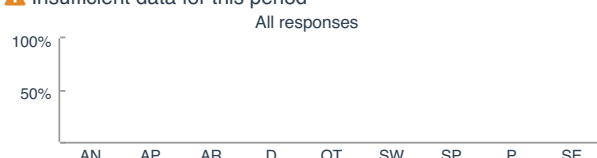


Answers

**Y** - Yes **N** - No

26. Who was the main person, other than a doctor, you saw?

⚠ Insufficient data for this period

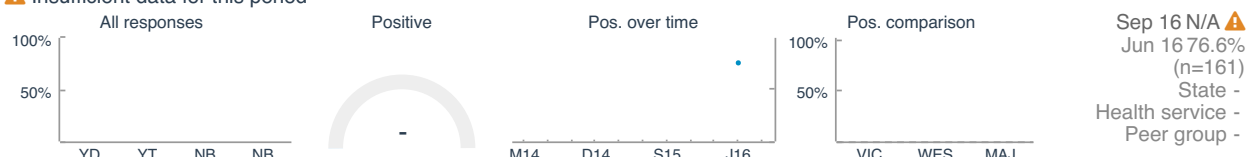


Answers

**AN** - A nurse **AP** - A physiotherapist **AR** - A radiographer (X-ray, ultrasound, MRI) **D** - Dietician **OT** - Occupational therapist **SW** - Social worker **SP** - Speech pathologist **P** - Podiatrist **SE** - Someone else (please write in box)

27. Did you have enough time to discuss your condition or symptoms with this health professional? [View data](#)

⚠ Insufficient data for this period

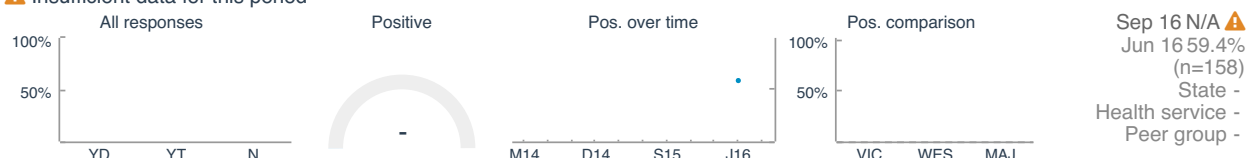


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but I did not want / need to discuss it with them

28. Did this health professional know enough about your medical history? [View data](#)

⚠ Insufficient data for this period

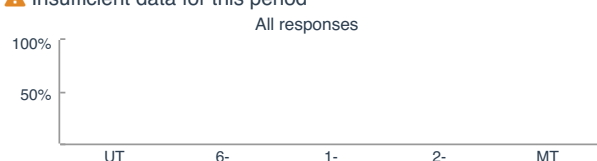


Answers

**YD** - Yes definitely **YT** - Yes to some extent **N** - No

29. Approximately how long were you with this health professional?

⚠ Insufficient data for this period

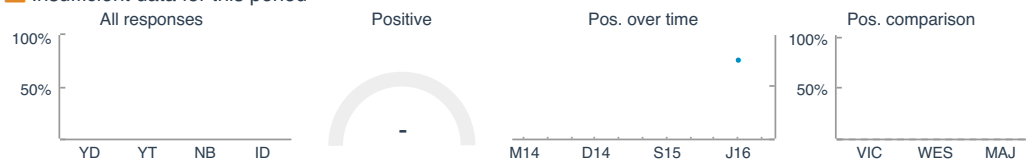


Answers

**UT** - Up to 5 minutes **6-** - 6 - 10 minutes **1-** - 11 - 20 minutes **2-** - 21 - 30 minutes **MT** - More than 30 minutes

30. Did this health professional explain the reasons for any treatment or care plan in a way that you could understand? [View data](#)

⚠ Insufficient data for this period



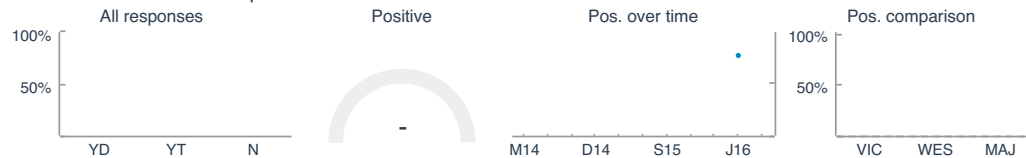
Sep 16 N/A ⚠  
Jun 16 76.5%  
(n=161)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **ID** - I did not want / need this

★ 31. Do you feel that you were listened to and understood by this health professional? [View data](#)

⚠ Insufficient data for this period



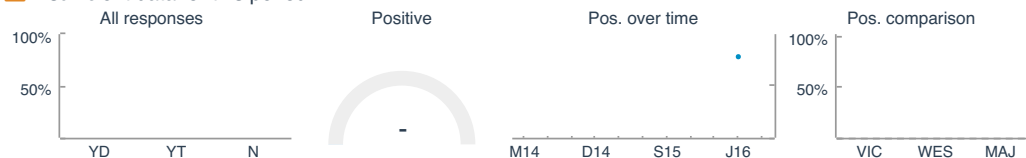
Sep 16 N/A ⚠  
Jun 16 78.2%  
(n=161)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

32. Did you have confidence and trust in this health professional? [View data](#)

⚠ Insufficient data for this period



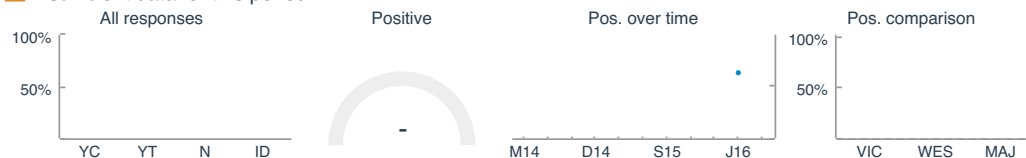
Sep 16 N/A ⚠  
Jun 16 79.0%  
(n=161)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

33. If you had any worries or fears about your condition or treatment, did this health professional discuss them with you? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 63.9%  
(n=160)  
State -  
Health service -  
Peer group -

Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No **ID** - I did not have worries or fears

# Adult Specialist Clinics - July - Sept 2016

## Your Care And Treatment

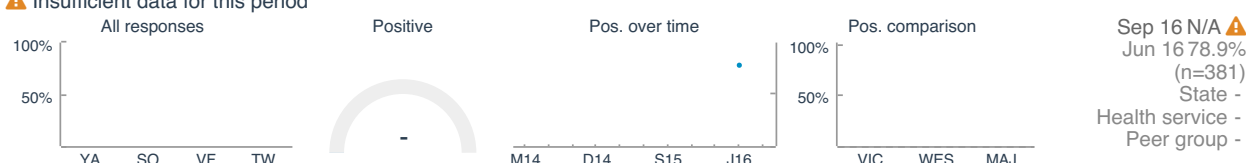
This section covered the care and treatment the patient received at their specialist clinic appointment. Patients were asked whether the staff treating and examining them introduced themselves and their role, whether the doctor or health professionals ever talked about the them as if they weren't there, if enough information about their condition and treatment was given and if they were involved as much as they wanted to be in decisions about the treatment and care plan.

Patients were also asked if enough privacy was given when discussing the condition or treatment and when being examined or treated, whether staff had clean hands before examining the patient and whether different staff said different things about the care being received.

Those whose appointment was about a long term condition and/or symptoms they need ongoing care or treatment for were asked whether a healthcare professional asked them what was important in managing the condition/symptoms, whether the appointment helped the patient feel that they could better manage their condition/symptoms and whether permission was sought if any students accompanied any health professions during the treatment and examination. Patients who reported that they needed help in understanding English were asked if there was someone in the clinic that could interpret for them and whether information was given in their language.

34. Did the staff treating and examining you introduce themselves and their role? [View data](#)

⚠ Insufficient data for this period



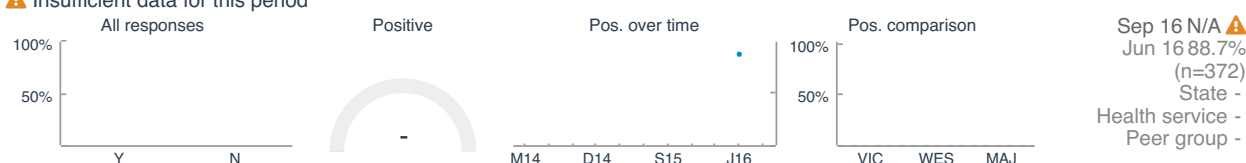
Answers

**YA** - Yes, all of the staff introduced themselves **SO** - Some of the staff introduced themselves

**VF** - Very few or none of the staff introduced themselves **TW** - This was not needed

35. While you were in the specialist clinic, did the doctor or other health professionals you saw talk about you as if you weren't there? [View data](#)

⚠ Insufficient data for this period

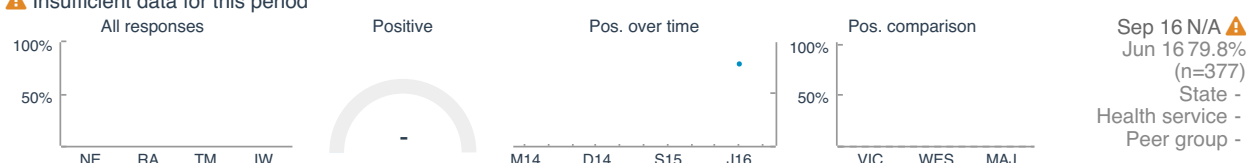


Answers

**Y** - Yes **N** - No

36. While you were in the clinic how much information about your condition or treatment was given to you? [View data](#)

⚠ Insufficient data for this period

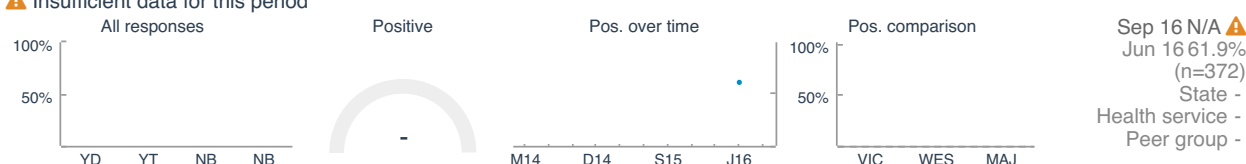


Answers

**NE** - Not enough **RA** - Right amount **TM** - Too much **IW** - I was not given any information about my treatment or condition

37. Were you involved as much as you wanted to be in decisions about your treatment or care plan? [View data](#)

⚠ Insufficient data for this period

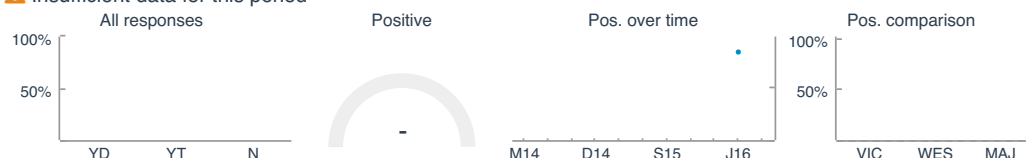


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but I did not want / need this

### 38. Were you given enough privacy when discussing your condition or treatment? [View data](#)

⚠ Insufficient data for this period



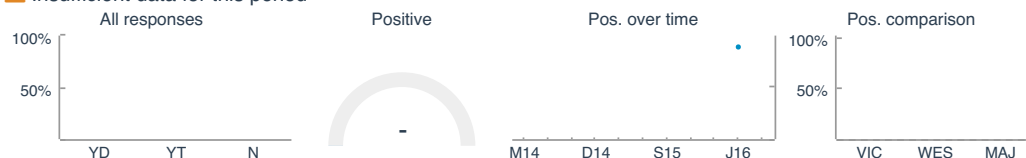
Sep 16 N/A ⚠  
Jun 16 85.9%  
(n=377)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

### 39. Were you given enough privacy when being examined or treated? [View data](#)

⚠ Insufficient data for this period



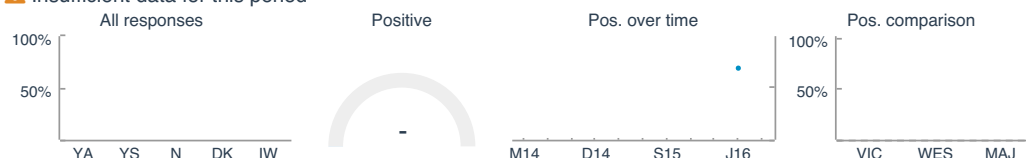
Sep 16 N/A ⚠  
Jun 16 89.9%  
(n=373)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **N** - No

### 40. Did you see staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining you? [View data](#)

⚠ Insufficient data for this period



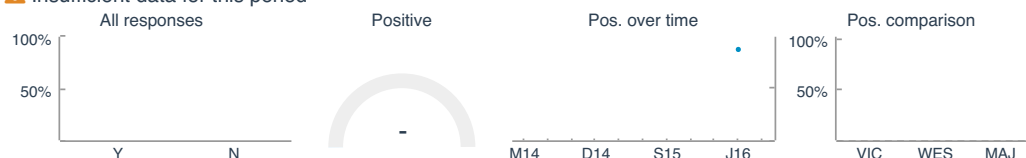
Sep 16 N/A ⚠  
Jun 16 69.8%  
(n=374)  
State -  
Health service -  
Peer group -

Answers

**YA** - Yes, always **YS** - Yes, sometimes **N** - No **DK** - Don't know **IW** - I was not physically examined

### 41. Sometimes in clinic, a member of staff will say one thing about your care and another member of staff will say something quite different. Did this happen to you? [View data](#)

⚠ Insufficient data for this period



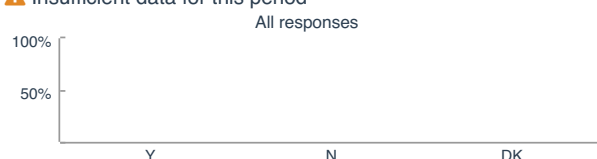
Sep 16 N/A ⚠  
Jun 16 88.6%  
(n=374)  
State -  
Health service -  
Peer group -

Answers

**Y** - Yes **N** - No

### 42. Was your appointment about a long term condition and / or symptoms that you need ongoing care or treatment for?

⚠ Insufficient data for this period

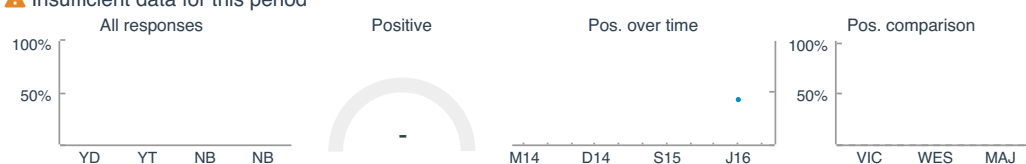


Answers

**Y** - Yes **N** - No **DK** - Don't know

### 43. Did a healthcare professional ask you what was important to you in managing your condition or symptoms? [View data](#)

⚠ Insufficient data for this period



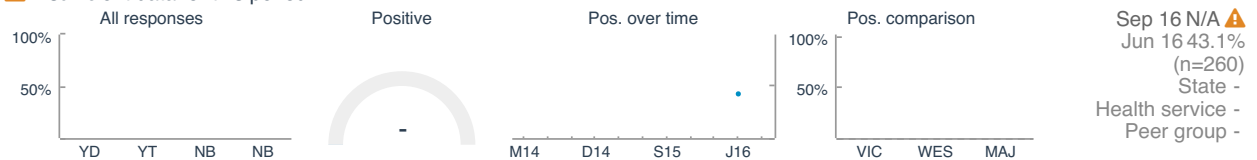
Sep 16 N/A ⚠  
Jun 16 43.7%  
(n=257)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but this was not necessary

44. Did your appointment help you to feel that you could better manage your condition or symptoms? [View data](#)

⚠ Insufficient data for this period

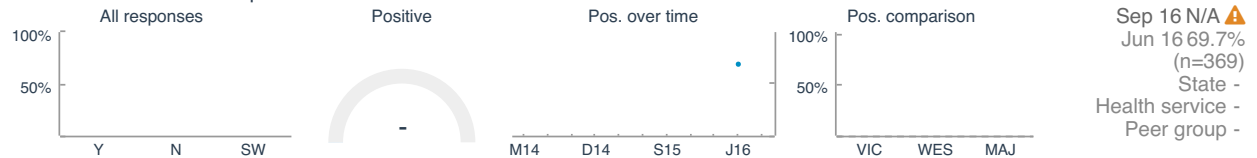


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but this was not necessary

45. Sometimes, students accompany health professionals when they are treating or examining patients. If this happened during your most recent appointment, was your permission sought? [View data](#)

⚠ Insufficient data for this period

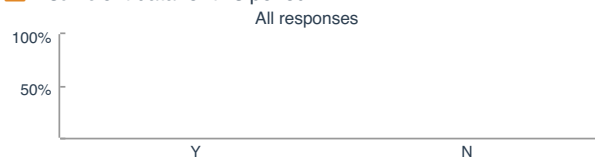


Answers

**Y** - Yes **N** - No **SW** - Students were not present when I was treated or examined

46. Do you need any help understanding English?

⚠ Insufficient data for this period

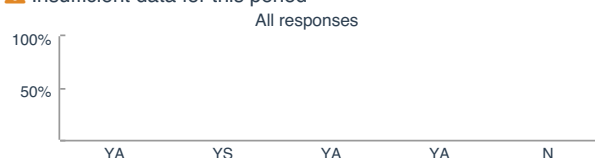


Answers

**Y** - Yes **N** - No

47. When you were in the clinic was there someone who could interpret for you?

⚠ Insufficient data for this period



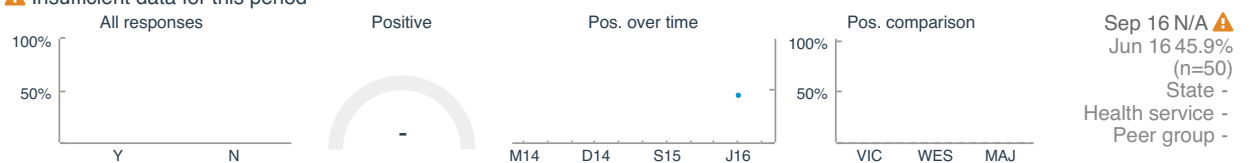
Answers

**YA** - Yes, an interpreter from the hospital **YS** - Yes, someone else on the hospital staff **YA** - Yes, a telephone interpreter

**YA** - Yes, a relative or friend **N** - No

48. Were you given any information in your language? [View data](#)

⚠ Insufficient data for this period



Answers

**Y** - Yes **N** - No

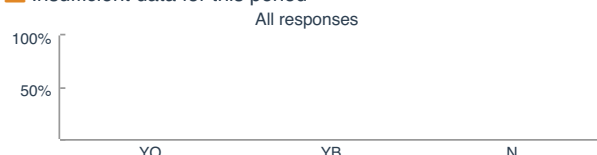
# Adult Specialist Clinics - July - Sept 2016

## Tests

This section covers any test (such as X-rays or scans) experienced by patients during their specialist clinic appointment. Those who had tests on the day of their appointment were asked whether a healthcare professional explained why the test(s) were needed in a way that the patient could understand and whether it was easy to find where the patient needed to go in the hospital for these test(s). Those who had their tests before the day of the appointment were asked whether staff member explained the results of the test in a way that the patient could understand.

49. Did you have any tests for or during your most recent specialist clinic appointment (e.g. x-rays, biopsies, MRIs, ultrasounds or blood tests)?

⚠ Insufficient data for this period

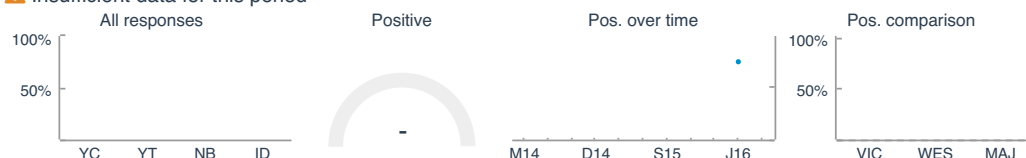


Answers

**YO** - Yes, on the day of the appointment **YB** - Yes, before the day of the appointment **N** - No

50. Did a healthcare professional explain why you needed these test(s) in a way you could understand? [View data](#)

⚠ Insufficient data for this period



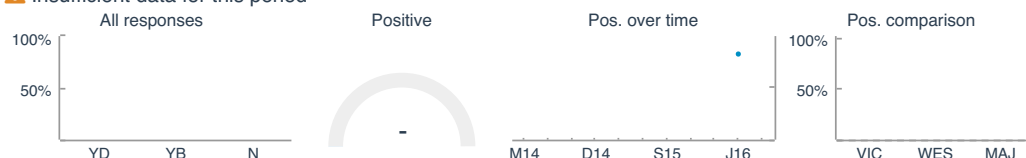
Sep 16 N/A ⚠  
Jun 16 75.9%  
(n=119)  
State -  
Health service -  
Peer group -

Answers

**YC** - Yes, completely **YT** - Yes, to some extent **NB** - No, but I would have liked this **ID** - I did not want / need an explanation

51. Was it easy to find where you needed to go in the hospital to have these test(s)? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 83.5%  
(n=119)  
State -  
Health service -  
Peer group -

Answers

**YD** - Yes, definitely **YB** - Yes, but could be improved **N** - No

52. Did a member of staff explain the results of these test(s) in a way you could understand? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 67.0%  
(n=254)  
State -  
Health service -  
Peer group -

Answers

**YC** - Yes, completely **YT** - Yes, to some extent **NB** - No, but I would have liked this **IW** - I was told I would get the results at a later date  
**IW** - I was never told the results of the tests

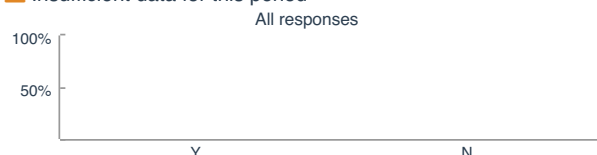
# Adult Specialist Clinics - July - Sept 2016

## Treatment

In this section, patients were asked about any treatments (such as injections, dressings or physiotherapy) they experienced during their specialist clinical appointment. Those who had a treatment for their condition during their specialist clinic appointment were asked whether a health professional explained what would happen before the treatment, as well as any risks and/or benefits in a way that could be understood, and afterwards, whether a health professional explained how the treatment had gone in a way that could be understood.

53. During your most recent specialist clinic appointment, did you have any treatment for your condition (e.g. an injection, dressing, physiotherapy)?

⚠ Insufficient data for this period

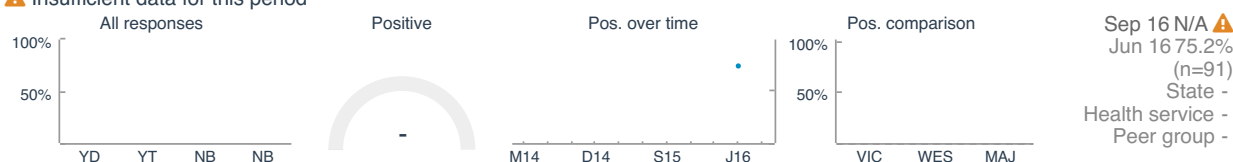


Answers

**Y** - Yes **N** - No

54. Before the treatment did a health professional explain what would happen? [View data](#)

⚠ Insufficient data for this period

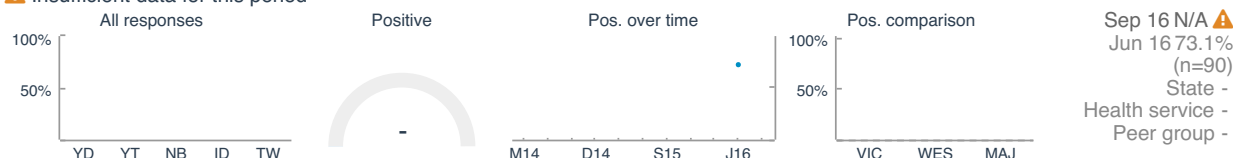


Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **NB** - No, but I did not want / need an explanation

55. Before the treatment did a health professional explain any risks and / or benefits in a way you could understand? [View data](#)

⚠ Insufficient data for this period



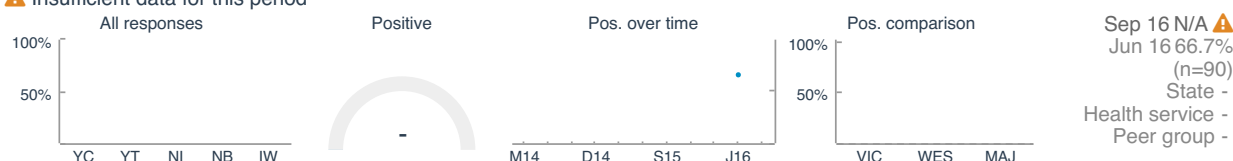
Answers

**YD** - Yes, definitely **YT** - Yes, to some extent **NB** - No, but I would have liked this **ID** - I did not want an explanation **TW** - This was not necessary

56. Afterwards, did a health professional explain how the treatment had gone in a way you could understand? [View data](#)

[View data](#)

⚠ Insufficient data for this period



Answers

**YC** - Yes, completely **YT** - Yes, to some extent **NI** - No, I did not get an explanation I could understand

**NB** - No, but they explained it to a friend or family member **IW** - I was told how the treatment had gone at a later date

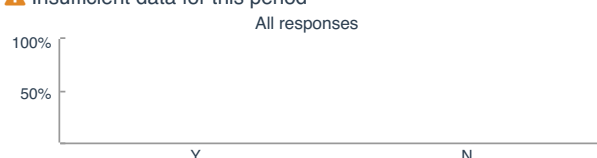
# Adult Specialist Clinics - July - Sept 2016

## Medications

This section covered any medications that were prescribed or ordered for the patient (e.g. medicines, tablets, ointments, puffers). Those who had medications prescribed or ordered for them before they left the clinic were asked whether they received sufficient information about the medications and whether a health professional provided any written or printed information about the new medications. Patients were also asked whether any changes were made to any medications they were taking before their appointment. Those who had changes made to their medications were asked whether a staff member explained the reason for the change in a way that could be understood.

57. Before you left the clinic were any new medications (e.g. medicines, tablets, ointments, puffers) prescribed or ordered for you?

⚠ Insufficient data for this period

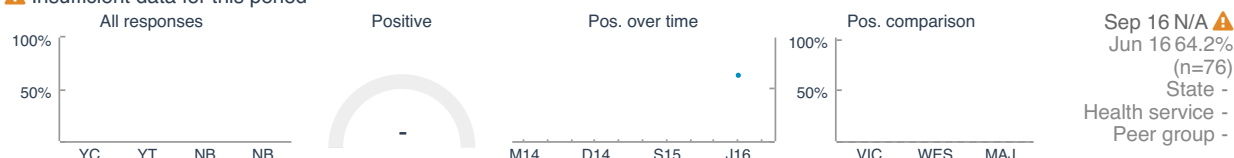


Answers

Y - Yes N - No

58. Did you receive sufficient information about any new medication prescribed or ordered for you (e.g. purpose, side effect and / or how to administer the medication)? [View data](#)

⚠ Insufficient data for this period



Answers

YC - Yes, completely YT - Yes, to some extent NB - No, but I would have liked this NB - No, but I did not need an explanation

59. Did the healthcare professional provide you with any written or printed information about your new medicines? [View data](#)

⚠ Insufficient data for this period

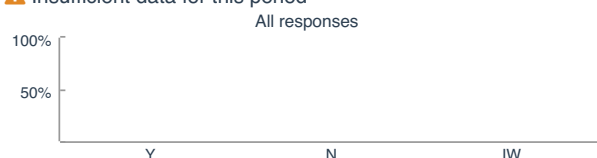


Answers

Y - Yes N - No

60. If you were taking any medications (e.g. medicines, tablets, ointments, puffers) before your specialist clinic appointment, were any changes made to this medication?

⚠ Insufficient data for this period

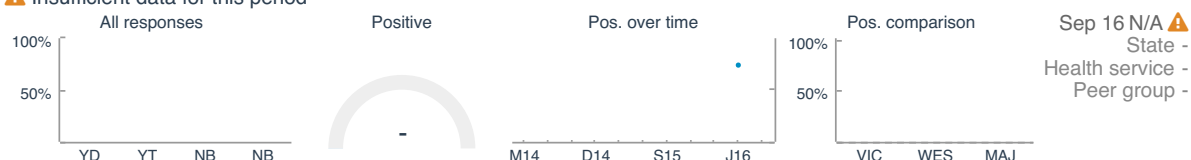


Answers

Y - Yes N - No IW - I was not taking any medication before my appointment

61. Did a member of staff explain the reason for the change to your medication in a way that you could understand? [View data](#)

⚠ Insufficient data for this period



Answers

YD - Yes, definitely YT - Yes, to some extent NB - No, but would have like this NB - No, but I did not need an explanation

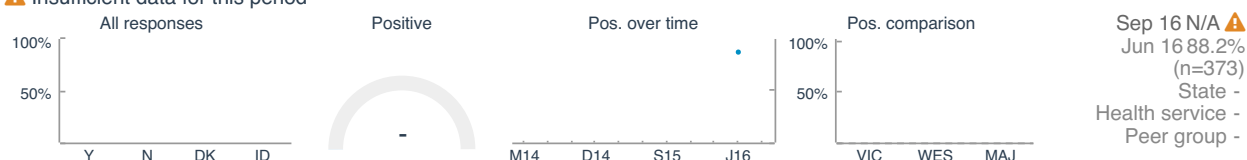
# Adult Specialist Clinics - July - Sept 2016

## Information

This section covers the information that the patient received during their specialist clinic appointment. Patients were asked whether their GP was given all the necessary information about the treatment or advice received at the appointment. Those who had a regular GP were asked whether they received copies of communications sent between hospital doctors and their GP. Patients were also asked whether they received any information about a care plan for their condition/treatment, whether they were told what would happen next prior to leaving the clinic and whether the clinic staff told the patient who to contact if they were worried about their condition or treatment after they left the clinic.

62. As far as you know, was your general practitioner (GP) given all the necessary information about the treatment or advice that you received at your appointment? [View data](#)

⚠ Insufficient data for this period

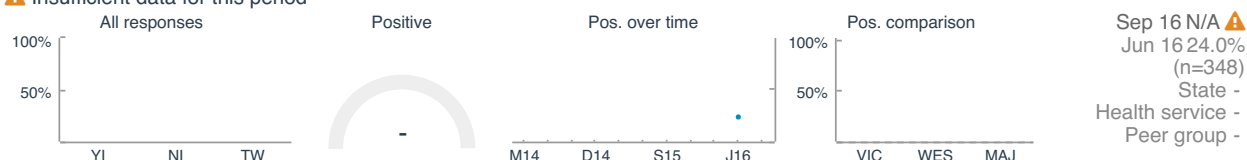


Answers

**Y** - Yes **N** - No **DK** - Don't know **ID** - I do not have a regular GP

63. Did you receive copies of communications sent between hospital doctors and your GP? [View data](#)

⚠ Insufficient data for this period



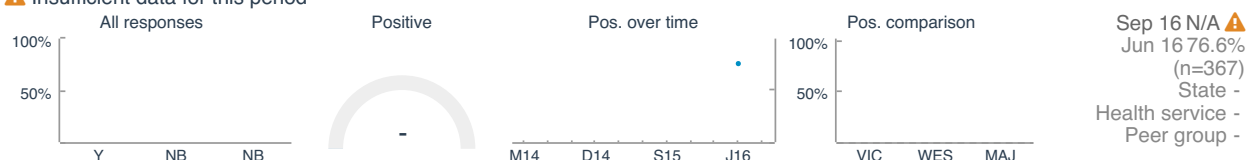
Answers

**YI** - Yes, I received copies **NI** - No, I did not receive copies **TW** - There were no communications between hospital doctors and my GP.

64. Before you left the clinic were you given any information about a care plan for your condition or treatment?

[View data](#)

⚠ Insufficient data for this period

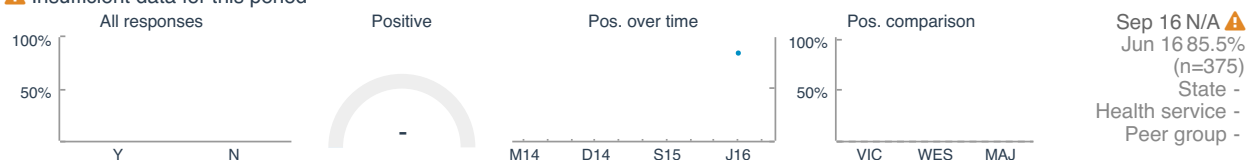


Answers

**Y** - Yes **NB** - No, but I would have liked this **NB** - No, but I did not want / need this type of information.

65. Before you left the specialist clinic were you told what would happen next (e.g. whether you needed another clinic appointment, to see your GP etc)? [View data](#)

⚠ Insufficient data for this period

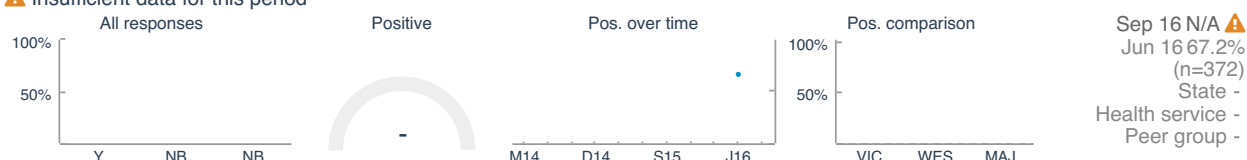


Answers

**Y** - Yes **N** - No

66. Did clinic staff tell you who to contact if you were worried about your condition or treatment after you left the clinic? [View data](#)

⚠ Insufficient data for this period



Answers

**Y** - Yes **NB** - No, but I would have liked this **NB** - No, but I did not want / need this information

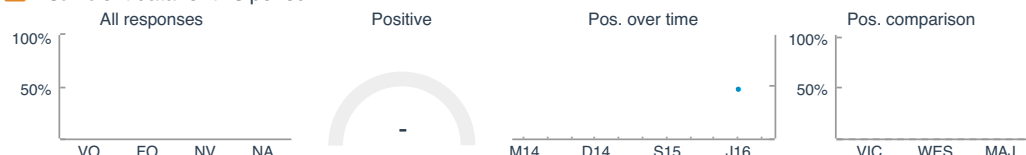
# Adult Specialist Clinics - July - Sept 2016

## Overall

This section covers patient's overall feelings about their experience including whether they felt that the clinic they visited was organised, whether they felt they were treated with respect and dignity, how they would rate the care they received and whether they felt that the specialist clinic appointment was beneficial to their health and/or wellbeing.

67. How well organised was the clinic you visited? [View data](#)

⚠ Insufficient data for this period



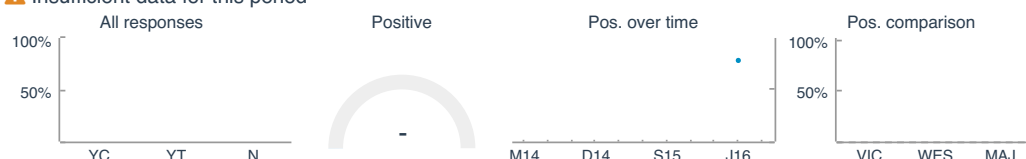
Sep 16 N/A ⚠  
Jun 16 48.0%  
(n=385)  
State -  
Health service -  
Peer group -

### Answers

**VO** - Very organised **FO** - Fairly organised **NV** - Not very organised **NA** - Not at all organised

68. Did you feel you were treated with respect and dignity while you were at the clinic? [View data](#)

⚠ Insufficient data for this period



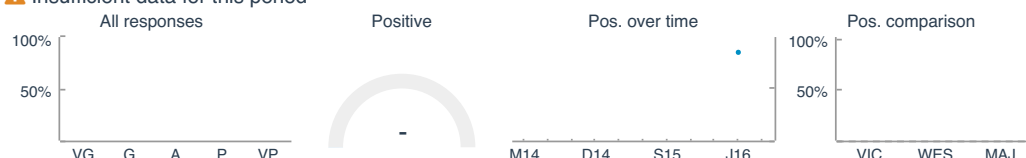
Sep 16 N/A ⚠  
Jun 16 79.1%  
(n=386)  
State -  
Health service -  
Peer group -

### Answers

**YC** - Yes, completely **YT** - Yes, to some extent **N** - No

69. Overall, how would you rate the care you received at the clinic? [View data](#)

⚠ Insufficient data for this period



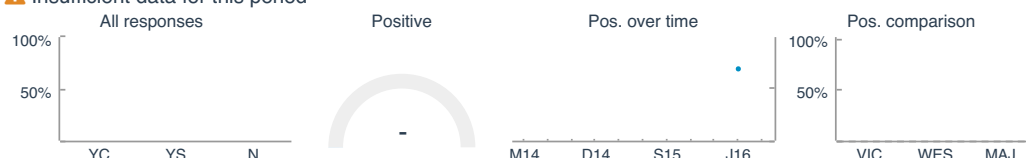
Sep 16 N/A ⚠  
Jun 16 86.1%  
(n=383)  
State -  
Health service -  
Peer group -

### Answers

**VG** - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very Poor

70. Did you think this specialist clinic appointment was beneficial to your health and / or wellbeing? [View data](#)

⚠ Insufficient data for this period



Sep 16 N/A ⚠  
Jun 16 70.0%  
(n=381)  
State -  
Health service -  
Peer group -

### Answers

**YC** - Yes, completely **YS** - Yes, somewhat **N** - No

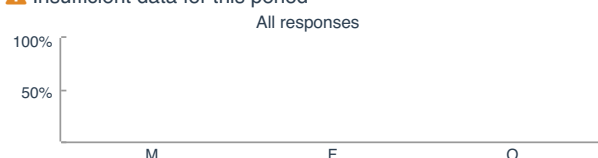
# Adult Specialist Clinics - July - Sept 2016

## About The Patient

This section covers general demographic questions about the patient. These included gender, year of birth, main language spoken, highest level of education completed and Aboriginal/Torres Strait Islander status. Patients were also asked a number of questions about their health, including any long-standing conditions they have and how they would rate their health.

### 75. What is your gender?

⚠ Insufficient data for this period



Answers

**M** - Male **F** - Female **O** - Other

### 76. Average age of patient

0

### 77. Which language do you mainly speak at home?

⚠ Insufficient data for this period

English 0% Other

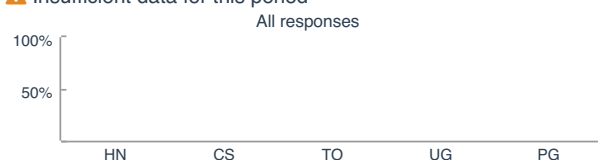
0%

Answers

**E** - English **AL** - A language other than English

### 78. What is the highest level of education you have completed?

⚠ Insufficient data for this period

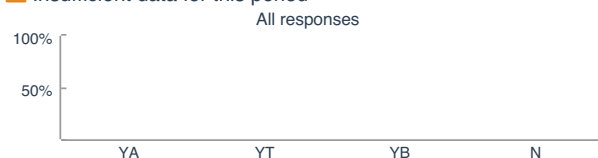


Answers

**HN** - Have not completed secondary school **CS** - Completed secondary school **TO** - Trade or technical certificate or diploma  
**UG** - University graduate **PG** - Post graduate / higher degree

### 79. Are you of Aboriginal origin, Torres Strait Islander origin, or both?

⚠ Insufficient data for this period

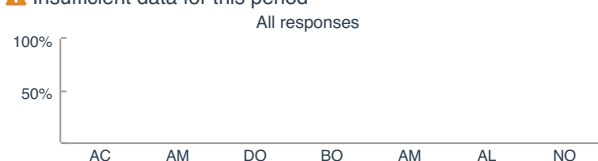


Answers

**YA** - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes both Aboriginal and Torres Strait Islander **N** - No

### 80. Which, if any, of the following long-standing conditions do you have?

⚠ Insufficient data for this period

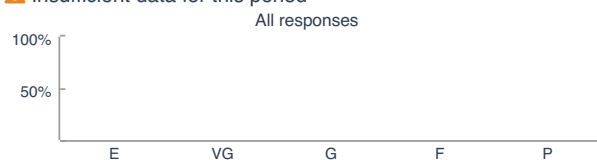


Answers

**AC** - A chronic illness, such as cancer, diabetes, asthma, or epilepsy **AM** - A mobility impairment **DO** - Deafness or severe hearing impairment  
**BO** - Blindness or severe vision impairment **AM** - A mental health condition (including dementia or Alzheimer's)  
**AL** - A learning disability or developmental delay **NO** - None of these

81. In general, how would you rate your health?

⚠ Insufficient data for this period



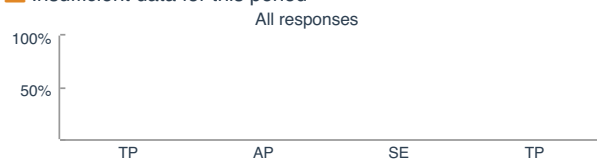
Answers

**E** - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

---

82. Who completed this questionnaire?

⚠ Insufficient data for this period



Answers

**TP** - The patient **AP** - A parent / guardian on behalf of the patient who is a child. **SE** - Someone else on behalf of the patient

**TP** - The patient with help from someone else

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## Adult Specialist Clinics - July - Sept 2016

### Other Comments

This section allowed the patients to suggest ways that they felt the specialist clinic could improve their care and services and to list the best and worst things about their visit to the specialist clinic.

83. Would could the specialist clinic do to improve the care and services it provides to better meet you needs?

⚠ Insufficient data for this period

All responses

<u>Improve care/treatment</u>	<u>Improve communication</u>	<u>Improve organisation</u>	<u>Improve facilities</u>	<u>Other</u>
-----------------------------------	----------------------------------	---------------------------------	---------------------------	--------------

Answers

**IC** - Improve care/treatment **IC** - Improve communication **IO** - Improve organisation **IF** - Improve facilities **O** - Other

84. What were the best things about your visit to the specialist clinic?

⚠ Insufficient data for this period

All responses

<u>Care and treatment</u>	<u>Organisation</u>	<u>Communication</u>	<u>Facilities</u>	<u>Other</u>
---------------------------	---------------------	----------------------	-------------------	--------------

Answers

**CA** - Care and treatment **O** - Organisation **C** - Communication **F** - Facilities **O** - Other

85. What were the worst things about your visit to the specialist clinic?

⚠ Insufficient data for this period

All responses

<u>Care and treatment</u>	<u>Communication</u>	<u>Organisation</u>	<u>Facilities</u>	<u>Other</u>
---------------------------	----------------------	---------------------	-------------------	--------------

Answers

**CA** - Care and treatment **C** - Communication **O** - Organisation **F** - Facilities **O** - Other

# Methodology

The Victorian Healthcare Experience Survey utilises a combination of a mail-out and online method, and is sent monthly to a sample of eligible patients who had a hospital or emergency department experience in the previous month.

Until November 2014, the survey was provided only in English. From December 2014, surveys were made available in 15 languages other than English for the Adult Inpatient and Adult Emergency categories, and in six languages for Paediatric and Maternity categories.

## Sampling and data collection

The sample for each campus to be surveyed is provided to Ipsos monthly. Campuses are required to provide limited details (name, patient category, preferred language, date of birth, postal address and where possible, email address) for a defined number of randomly selected patients each month via a secure portal. These details are kept for six months to ensure that patients are not surveyed too frequently and then securely destroyed to preserve anonymity.

Patients for whom an email address is provided are then emailed a link to the online version of the questionnaire. If they do not complete the survey online within two business days, they are then posted a hard copy version of the questionnaire. Those patients for whom an email address is not provided are also posted a hard copy survey at this point. Patients who receive a survey in a language other than English will only have the option to complete this survey in hard copy.

Those who receive a mail-out survey are also given details to complete the survey online if they prefer, or to complete the hard copy version and return by reply paid envelope. All mail-out surveys are data entered, and the data is merged with online results. At this point, the unique patient identification is checked to ensure no patients have attempted to complete online and hard copy versions of the survey.

## Weighting and significance testing

To ensure that data accurately represents the population of interest (the true population of patients at each campus), 'normalising factors' are applied to the data. Normalising factors are calculated based on the difference between the proportion of a certain type of respondent in the sample and the proportion of that type of respondent attending the health service. In essence, applying normalising factors to a dataset readjusts the achieved sample to resemble the population, removing any skew in the results. The calculation of proportional factors to normalise survey data is a standard research process.

A proportional weighting scheme is applied to the sample at each campus to bring it into line with each campus's true population. This is based on the average annual separation data for each campus in 2013. In addition, in presenting the campus wide data, each patient category is normalised according to what percentage of the campus's true population it represents.

While weighting is applied to make a sample more accurate, any data manipulation can introduce error. Ipsos accounts for this by using an effective error margin – a process that estimates the degree of error introduced into a sample by a weighting scheme and accounts for it in all statistical tests applied.

## Reporting

Results for the survey are reported on a quarterly basis, three months following the completion of each quarter. Quarters are:

- **January to March stays** (referred to as 'M' in charts throughout the portal) – results made available at the beginning of the following June.
- **April to June stays** (referred to as 'J' in charts throughout the portal) – results made available at the beginning of the following September
- **July to September stays** (referred to as 'S' in charts throughout the portal) – results made available at the beginning of the following December
- **October to December stays** (referred to as 'D' in charts throughout the portal) – results made available at the beginning of the following March.

Results for each campus are published only if the campus achieves at least 42 survey returns to ensure the data is statistically robust. However, these campuses will still contribute to the peer group, health service and state average. Where a campus does not achieve 42 survey returns, the portal will state that there is insufficient data for this period.

However, campuses with only small numbers of completed questionnaires will have the opportunity to receive a rolling sample as the survey progresses. This means that results for multiple quarters will be merged to provide a sufficient sample size over a longer period.

Note that a sample size of 42 affords a maximum margin of error of +/- 15% at the 95% level of confidence. This means that if 70% of patients at campus with 42 survey completes rate their overall experience as 'very good' or 'good', we can be 95% confident that between 55% and 85% of all patients actually feel this way. As the sample size increases, the margin of error decreases. For example, if 70% of a sample of 150 patients rate their experience as 'very good' or 'good', we can be 95% confident that between 78% and 62% actually feel this way, as the maximum margin of error is +/- 8%.

## Analysis

In all reporting, statistically relevant significant findings have been reported at the 95% confidence interval and are represented within tables in green where the subject (campus, health service or state) has performed significantly higher than the comparator or in orange where it has performed significantly lower.

In addition, a key driver analysis was run to determine the 'Key Aspects of Care' for each patient category. These Key Aspects of Care are the defining hospital experiences: those that are most likely to separate a patient who rated their overall experience as 'very good' or 'good', from those who rate it as 'poor' or 'very poor'.

## Response rates

In the July - Sept 2016 period, the following statewide response rates were achieved for each patient category:

- **Adult Inpatient:** 7090 individuals, or 33% of those invited completed the survey
- **Adult Emergency:** 2503 individuals, or 20% of those invited completed the survey
- **Paediatric Inpatient:** 1275 individuals, or 20% of those invited completed the survey
- **Paediatric Emergency:** 1548 individuals, or 17% of those invited completed the survey
- **Maternity:** 1301 individuals, or 30% of those invited completed the survey
- **Paediatric Specialist Clinics:** No surveying was conducted during the July - Sept 2016 period
- **Adult Specialist Clinics:** No surveying was conducted during the July - Sept 2016 period

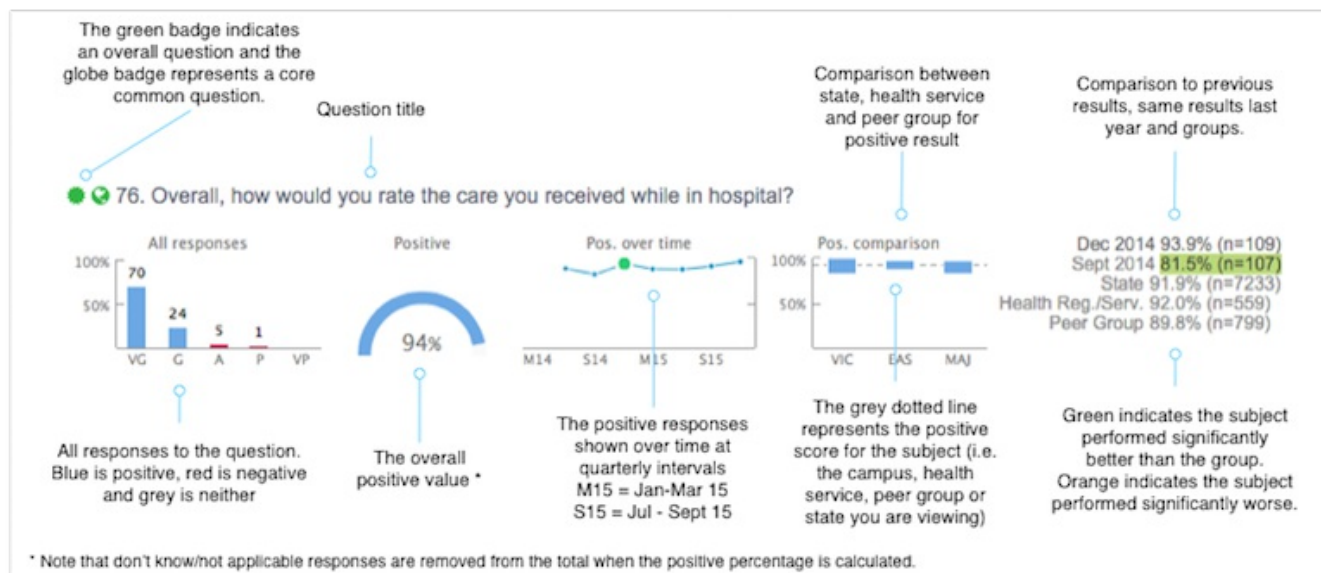
# Help

Answers to frequently asked questions are presented below. If these do not respond to your query, please contact us at [results@vhes.com.au](mailto:results@vhes.com.au)

## Frequently asked questions

### Q: How do I interpret each question chart?

A: The images below provide detailed information on how to interpret and navigate charts and data.



### Q: How frequently are results provided?

A: Results for the survey are reported on a quarterly basis, three months following the completion of each quarter. Quarters are:

- January to March stays (referred to as 'M' in charts throughout the portal) – results made available at the beginning of the following June
- April to June stays (referred to as 'J' in charts throughout the portal) – results made available at the beginning of the following September
- July to September stays (referred to as 'S' in charts throughout the portal) – results made available at the beginning of the following December
- October to December stays (referred to as 'D' in charts throughout the portal) – results made available at the beginning of the following March.

### Q: Why can't I see results for certain patient categories for my campus?

A: Results for each campus are provided only if the campus achieves at least 42 survey returns to ensure the data is statistically robust (please see the Method section in Appendix 2 for more information on this). Where a campus does not achieve 42 survey returns, the portal will state that there is insufficient data for this period. Many health services experienced initial difficulties with data extraction and uploading. Most services have resolved these difficulties with and should expect results for all categories for the July- September results.

However, campuses with only small numbers of completed questionnaires will have the opportunity to receive a rolling sample as the survey progresses. This means that results for multiple quarters will be merged to provide a sufficient sample size over a longer period.

### Q: What does the alert symbol ⚠ mean?

A: An alert symbol is shown where the sample size for a particular question is less than 30. This means that the margin of error for this question is quite large (more than +/- 18%), so results should be interpreted with caution.

### Q: How can I see the patient comments?

A: Patient comments are analysed and presented at an aggregate level under the 'other comments' tab for each patient category. These comments are also provided, verbatim, to campuses.



The Victorian Healthcare Experience Survey operates under the Information Privacy Act 2000 (Vic) (IPA). The IPA requires Victorian State and local government agencies to collect and handle personal information in accordance with ten enforceable privacy principles.

Maternity and Adult Emergency questionnaires © Care Quality Commission, London.