

Patient experience survey: Results for patients treated in November 2019

Key findings

- National results for the four domains (communication, partnership, coordination, and physical and emotional needs) have remained broadly consistent across all 22 survey rounds.
- There was little variation between district health boards (DHBs).
- The national response rate was consistent with previous rounds at 24 percent. We have undertaken weighting, as before, in line with the methodology and procedure document: [methodology and procedure document](#).
- Note: On the national results webpage, we display run charts to monitor statistically significant trends. Figures 1–4 have run charts. In the run chart for Figure 4 you can select a DHB.

National results

Compared with quarter 3, 2019, scores for quarter 4, 2019 remained consistent for all domains.

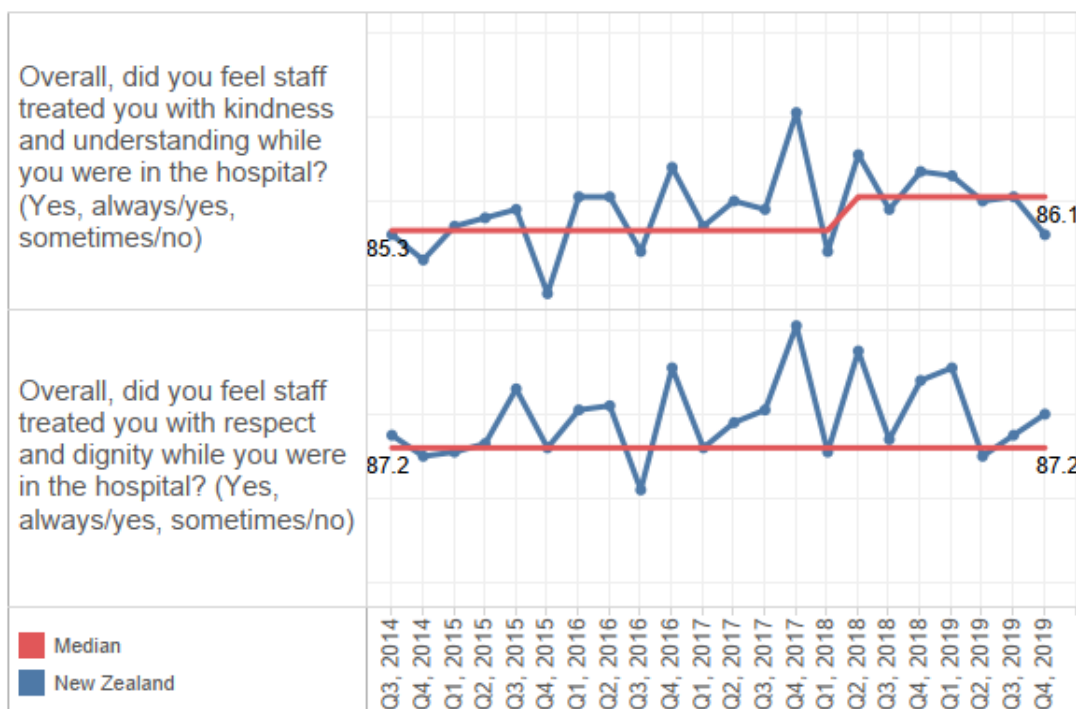
Figure 1: Run chart of the national average scores for the four domains, 2014–19



The physical and emotional needs domain rated the highest in all survey rounds. It includes the ‘humanitarian’ questions shown in Figure 2, which continuously score highest.

As the Figure 2 run chart shows, the scores for the question ‘Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?’ have improved significantly since quarter 2, 2018. The median has increased from 85.3 percent to 86.1 percent.

Figure 2: Run chart of the highest-rating questions of the four domains, 2014–19 (percent of patients answering most positively)



The three questions shown in Figure 3 continuously scored lowest of all survey questions.

As the Figure 3 run chart shows, the scores for the question ‘Did a member of staff tell you about medication side effects to watch for when you went home?’ have improved significantly since quarter 4, 2017. The median has increased from 47.5 percent to 50.1 percent.

The scores for the question ‘Did the hospital staff include your family/whānau or someone close to you in discussions about your care?’ have improved significantly since quarter 1, 2017. The median has increased from 55.2 percent to 58.6 percent.

The scores for the question ‘Do you feel you received enough information from the hospital on how to manage your condition after your discharge?’ have also improved since quarter 2, 2016. The median has increased from 59.5 percent to 61.1 percent. Apart from quarter 1, 2018, this increase has been sustained.

Figure 3: Run chart of the lowest-rating questions of the four domains, 2014–19 (percent of patients answering most positively)

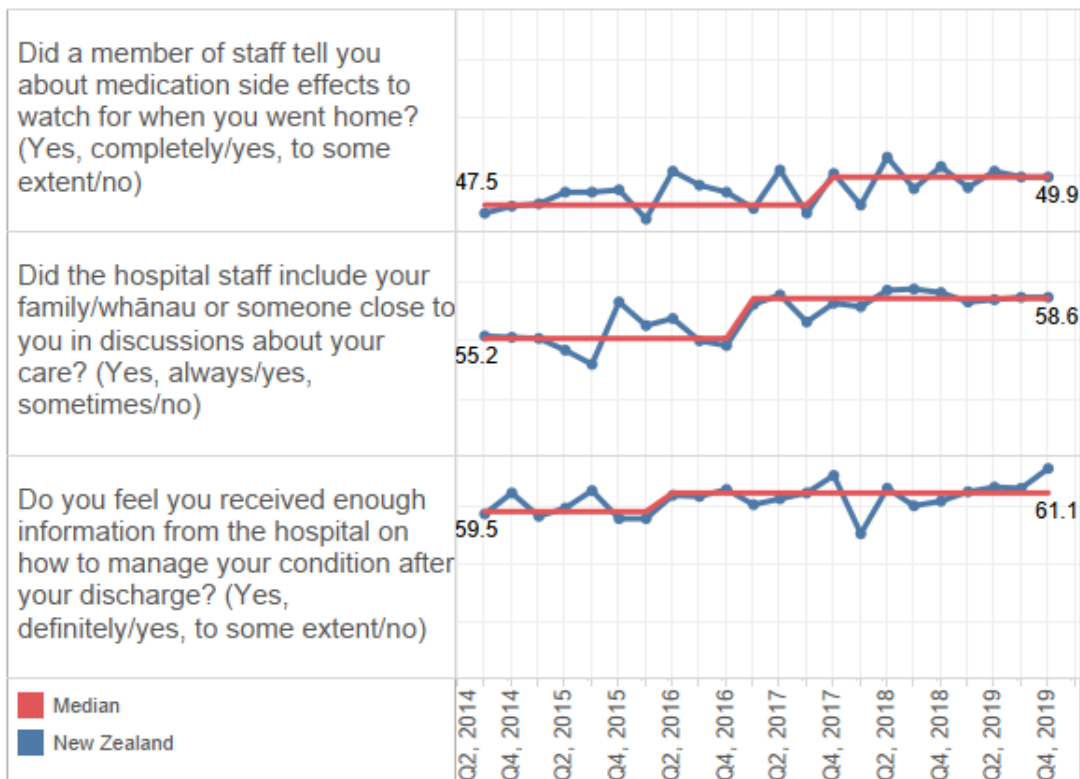
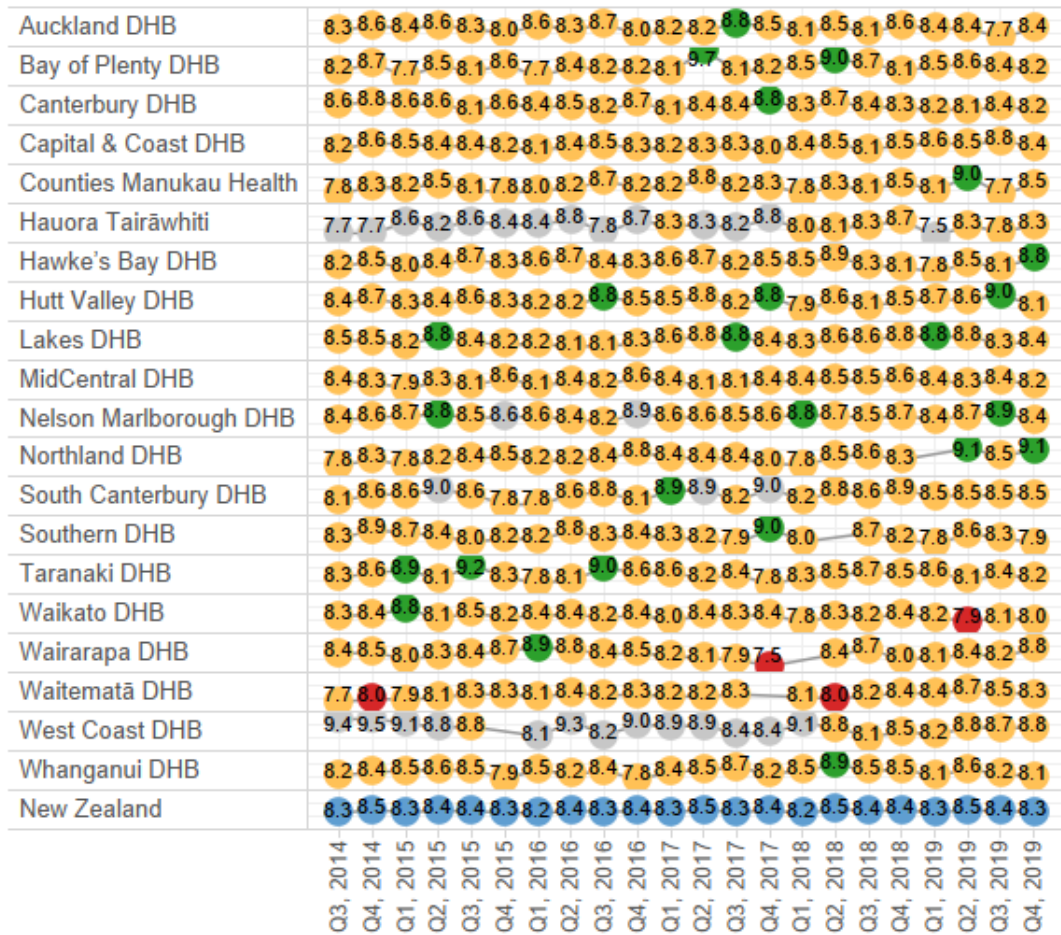
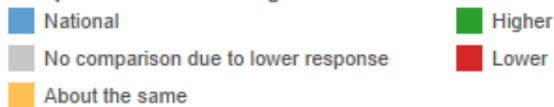


Figure 4: Scores for all domains by DHB, 2014–19

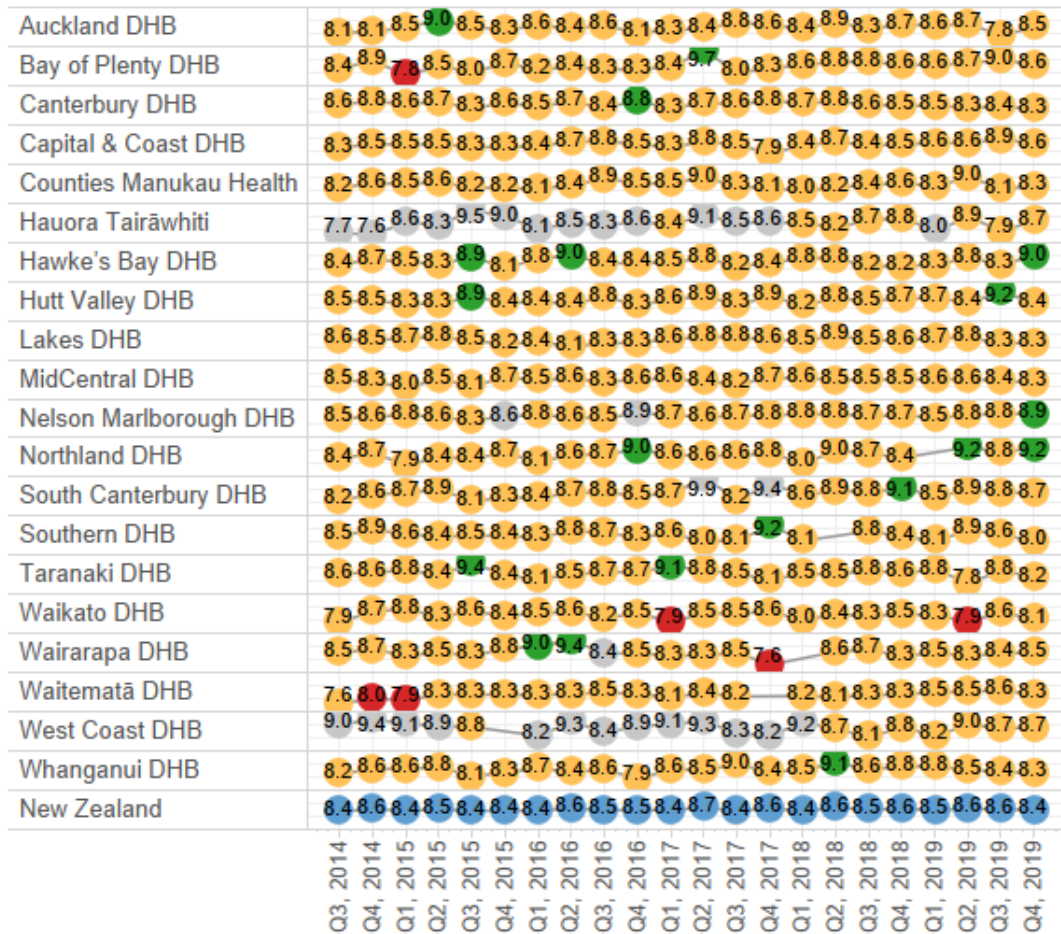
Communication



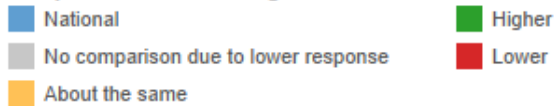
Compared with NZ average



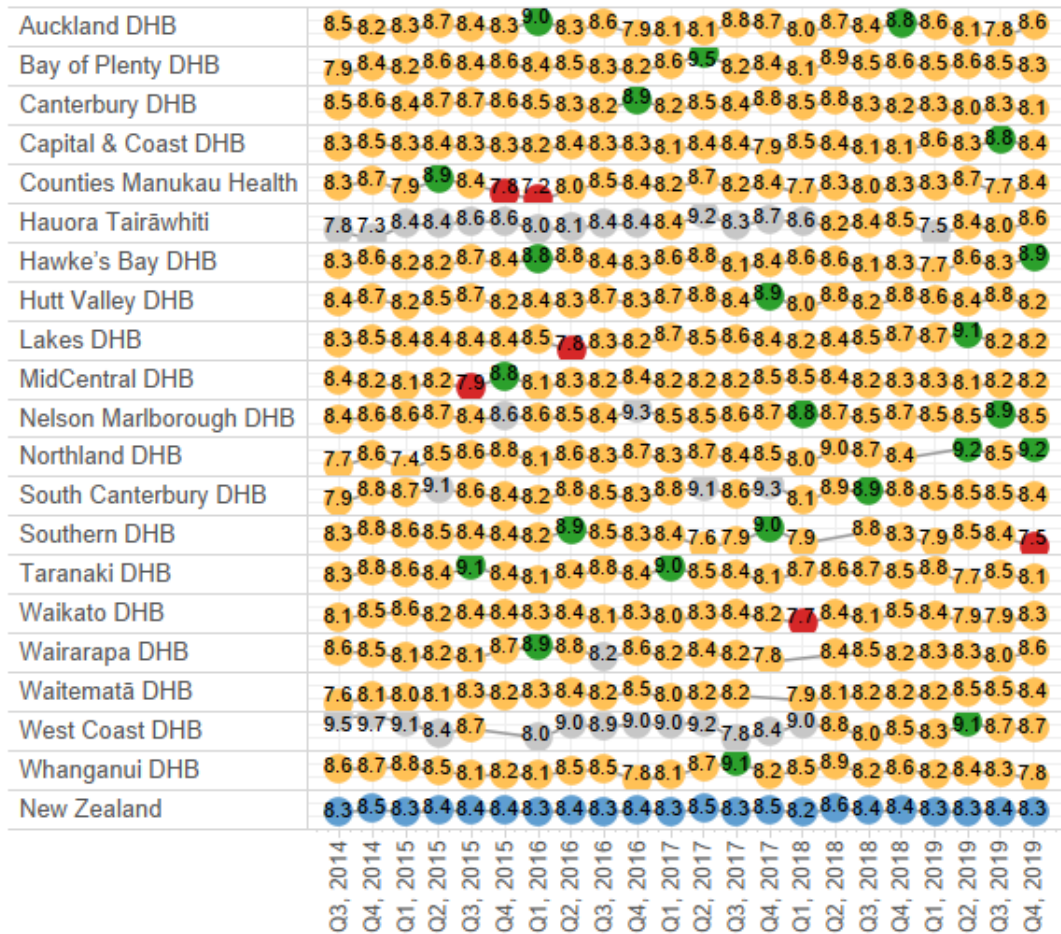
Partnership



Compared with NZ average



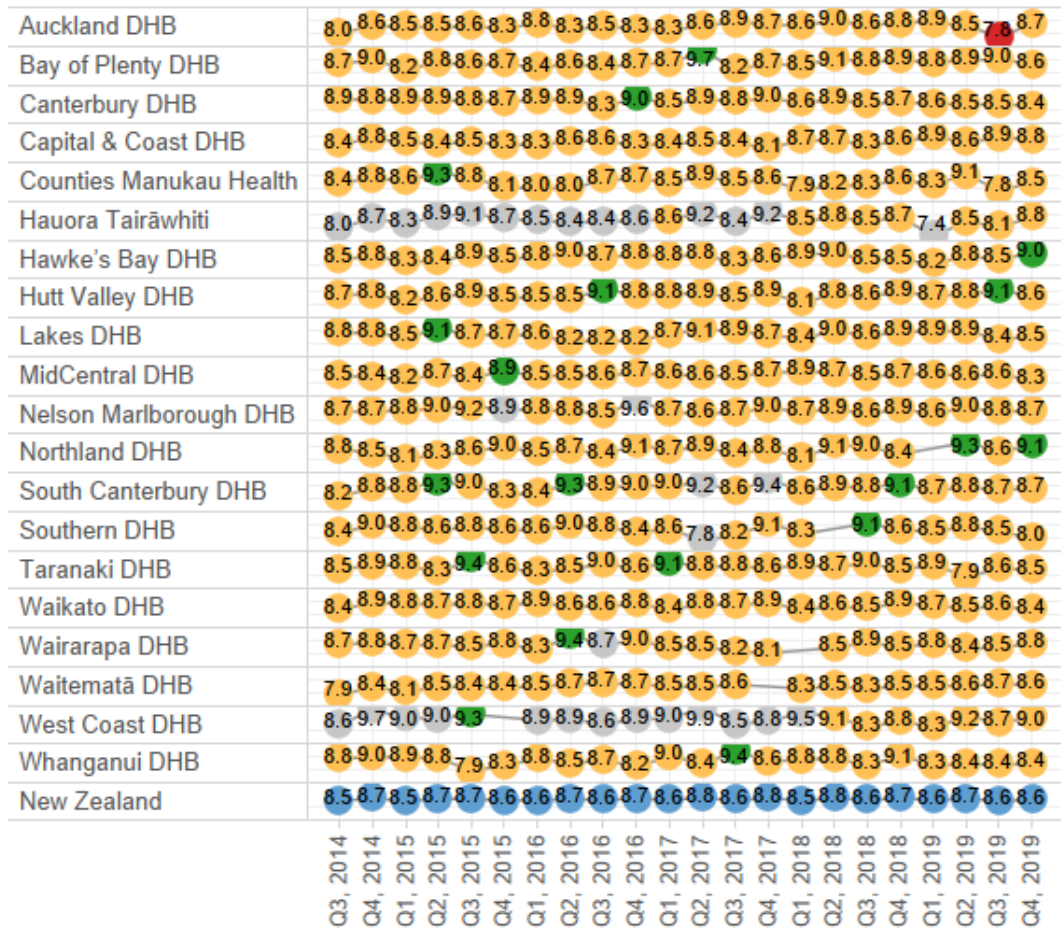
Coordination



Compared with NZ average

- National
- Higher
- No comparison due to lower response
- Lower
- About the same

Physical and emotional needs



Compared with NZ average

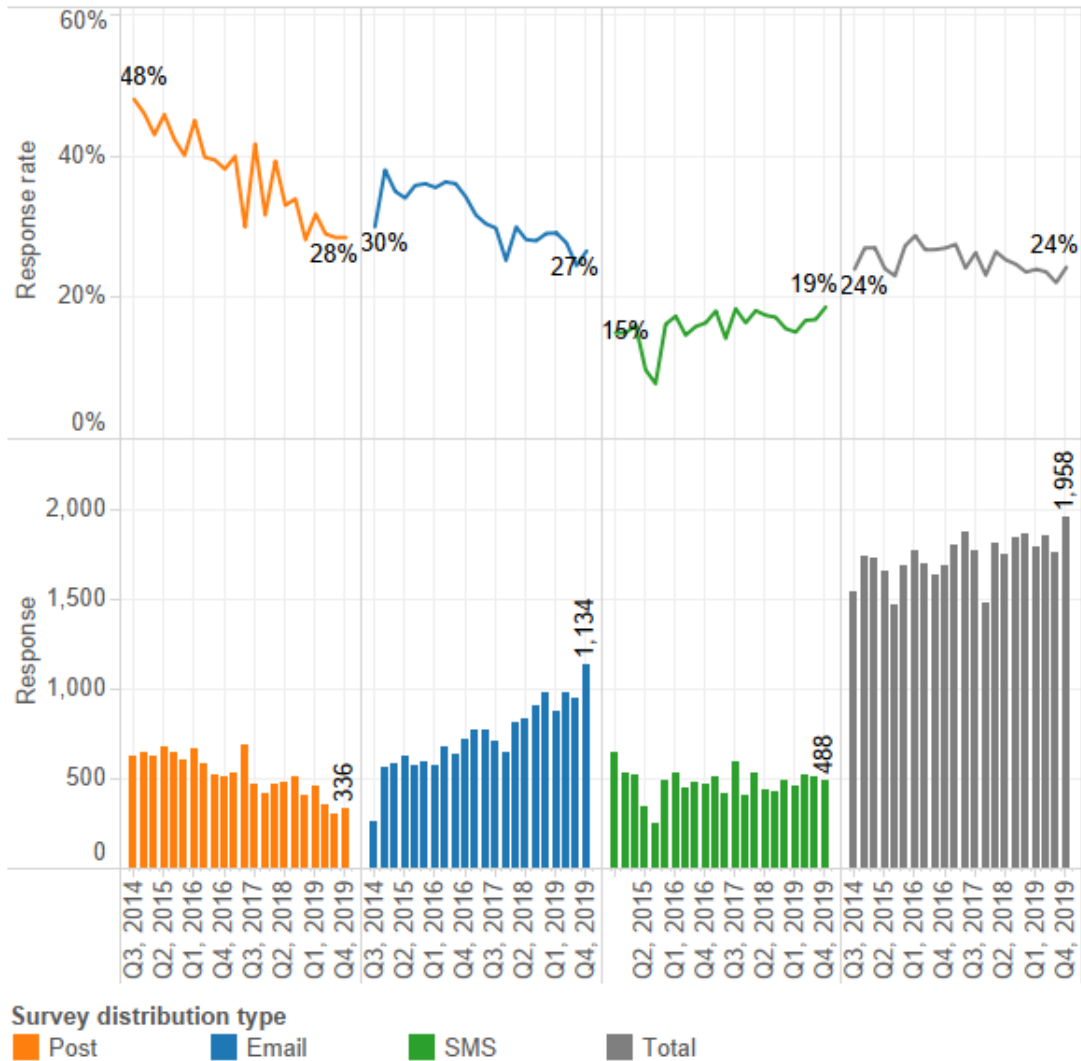
- National
- No comparison due to lower response
- About the same
- Higher
- Lower

Response rates

The national response rate was consistent with previous survey rounds at 24 percent.

Figure 5 shows the breakdown of response rates by survey distribution method. Postal surveys have a high processing cost, so we encourage DHBs to undertake surveys via email or SMS where possible.

Figure 5: Response rates by survey distribution type, 2014–19



Response rates per DHB varied from 14 percent to 35 percent (see Table 1). Five DHBs achieved a 30 percent response rate or above in the current survey round. DHBs are required to have at least 30 responses for results to be meaningful.

Table 1: Response rates by DHB (%), 2014–19

	Q3, 2014	Q4, 2014	Q1, 2015	Q2, 2015	Q3, 2015	Q4, 2015	Q1, 2016	Q2, 2016	Q3, 2016	Q4, 2016	Q1, 2017	Q2, 2017	Q3, 2017	Q4, 2017	Q1, 2018	Q2, 2018	Q3, 2018	Q4, 2018	Q1, 2019	Q2, 2019	Q3, 2019	Q4, 2019
Auckland DHB	16	12	19	13	20	15	17	17	9	21	26	28	15	26	29	26	25	32	29	19	25	30
Bay of Plenty DHB	20	20	24	24	22	25	25	24	25	23	25	20	24	23	31	25	26	29	25	25	21	24
Canterbury DHB	20	26	26	17	16	27	30	37	34	33	23	16	29	22	23	24	21	19	18	24	22	24
Capital & Coast DHB	28	33	33	32	38	34	31	37	32	30	31	34	29	13	28	29	28	27	29	29	18	26
Counties Manukau Health	15	21	23	15	17	26	19	13	13	17	18	22	16	12	22	21	17	18	20	17	14	20
Hauora Tairāwhiti	9	9	18	4	6	22	19	15	16	17	24	16	13	17	20	18	17	17	19	12	13	14
Hawke's Bay DHB	26	25	20	17	16	20	25	21	25	21	20	22	22	24	18	14	15	21	21	31	18	24
Hutt Valley DHB	25	29	31	25	20	23	32	25	28	28	25	24	23	29	28	28	23	26	23	27	27	25
Lakes DHB	38	22	25	23	14	25	26	21	22	24	16	22	24	19	26	18	19	11	19	17	19	15
MidCentral DHB	49	49	44	46	49	45	46	46	49	44	44	37	40	39	39	38	40	34	36	37	31	31
Nelson Marlborough DHB	27	35	35	37	26	38	33	38	35	35	40	33	36	33	27	28	31	23	26	30	24	24
Northland DHB	14	17	15	18	14	14	20	21	20	20	18	18	18	17	17	18	22	16		17	14	17
South Canterbury DHB	29	30	35	22	27	28	33	31	22	36	32	18	28	14	18	26	22	23	21	16	21	24
Southern DHB	21	20	23	18	12	22	19	19	25	16	25	8	23	18	26		26	21	24	22	23	22
Taranaki DHB	28	28	22	19	14	26	29	13	26	14	24	26	29	20	26	28	25	29	24	21	25	22
Waikato DHB	14	31	24	34	35	40	45	41	42	44	37	31	38	35	40	34	41	36	35	30	21	34
Wairarapa DHB	40	41	36	34	30	33	36	27	26	30	33	28	25	32		17	21	22	28	19	26	23
Waitematā DHB	17	43	35	39	30	38	37	34	32	38	37	30	32		35	31	22	27	32	34	32	33
West Coast DHB	11	14	32	27	33		31	35	27	30	30	28	29	11	26	58	24	27	30	28	31	35
Whanganui DHB	30	25	27	28	21	25	28	19	24	24	29	27	35	27	23	26	28	26	23	22	22	29
New Zealand	24	27	27	24	23	27	29	27	27	27	28	24	26	23	26	25	25	24	24	24	22	24



Representation of respondents

Nationally, respondents were reasonably representative of all ages and genders.

The under-representation of people continued for people in the 15–24, 25–44 and 85+ age groups and for people in the Māori, Pacific peoples and Asian ethnic groups. Table 2 gives a demographic breakdown of respondents.

Table 2: Representativeness by demographic group, November 2019

Respondents by age group

Group	Patients discharged (%)	Respondents (%)
Age 15–24	8	3
Age 25–44	26	21
Age 45–64	25	27
Age 65–74	18	25
Age 75–84	15	17
Age 85+	8	7

Respondents by gender

Group	Patients discharged (%)	Respondents (%)
Female	58	58
Male	42	42

Respondents by ethnicity

Group	Patients discharged (%)	Respondents (%)
Māori	15	10
Pacific peoples	5	2
Asian	7	5
Other	1	3
European	72	80