

Patient experience survey: Results for August 2017

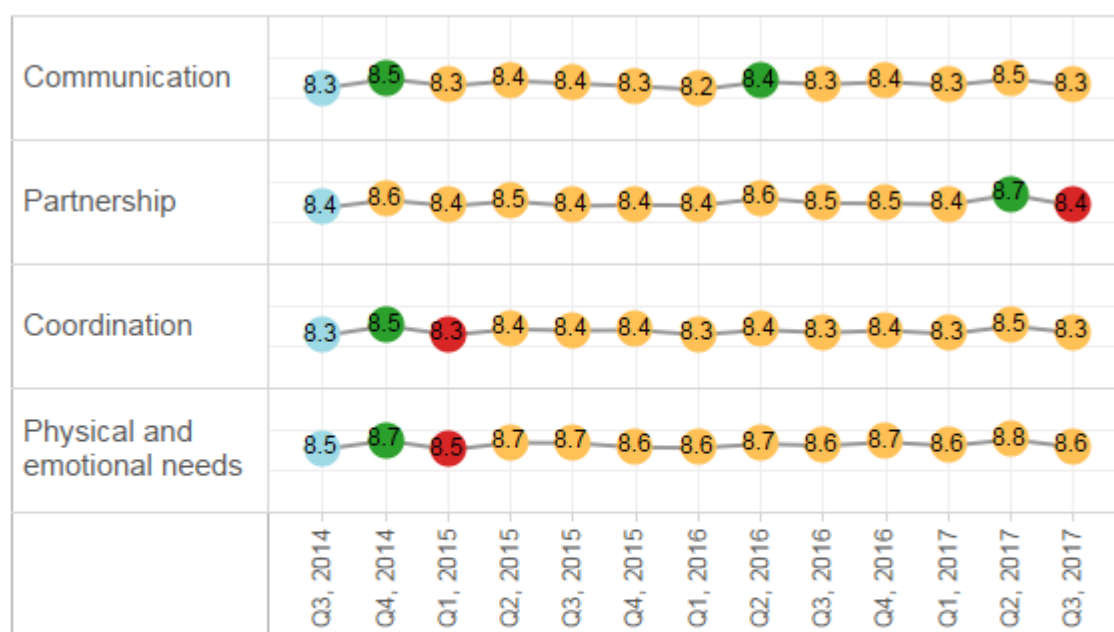
Key findings

- National results for the four domains (communication, partnership, coordination, and physical and emotional needs) have remained broadly consistent across all 13 survey rounds.
- There was little variation between district health boards (DHBs).
- The national response rate increased to around 26 percent compared with 24 percent previously.
- We have undertaken weighting, as before, in line with the methodology and procedure document.

National results

National scores for all four domains have remained consistent since quarter 2, 2015. The national score for partnership decreased in quarter 2, 2017 (see Figure 1). This is because 12 DHBs partnership scores have been slightly lower compared with the previous quarter, causing a cumulative effect. There was a significant decrease in the national partnership score this quarter.

Figure 1: National average scores for the four domains, 2014–17



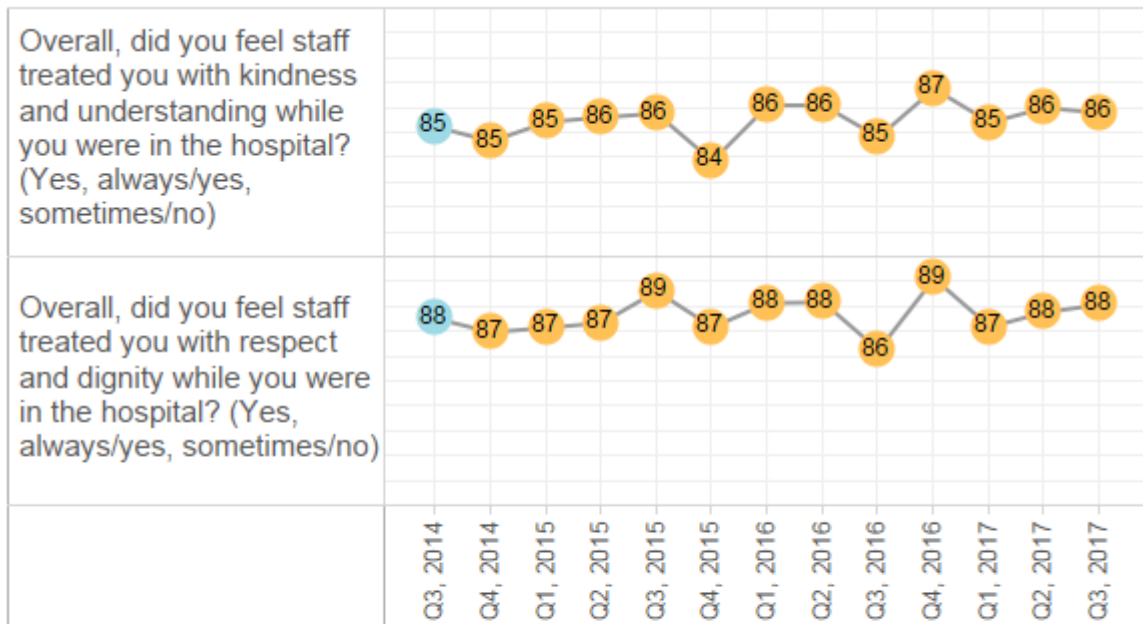
Compared with previous round

■ Start
 ■ About the same
 ■ Higher
 ■ Lower

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

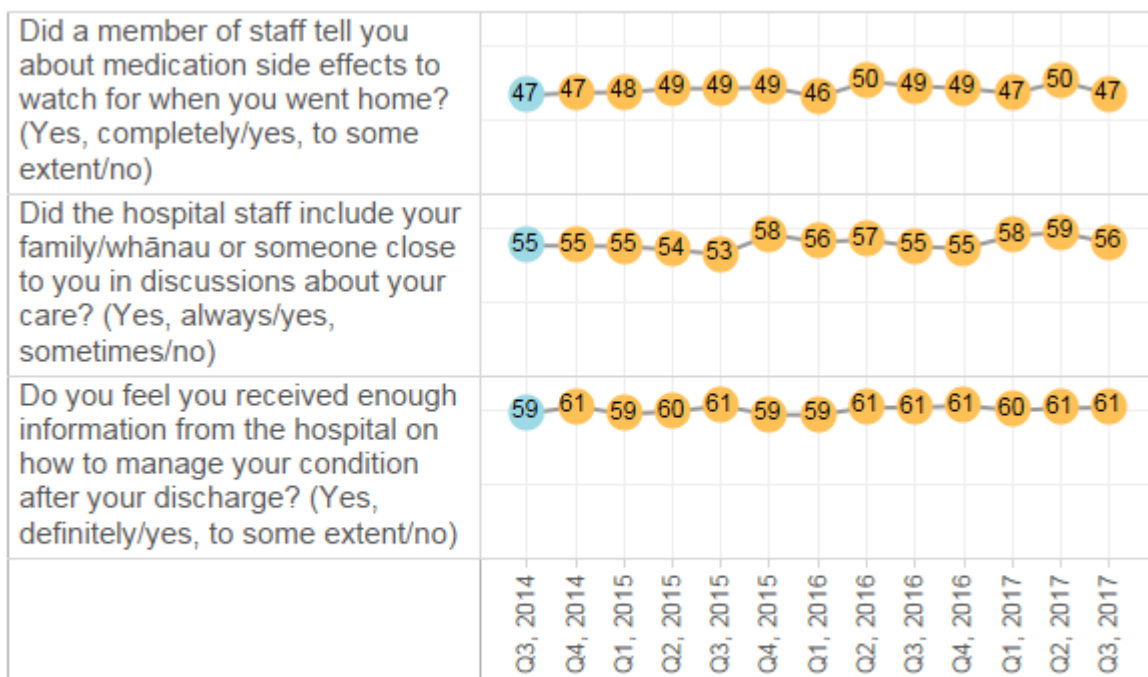
The three questions shown in Figure 3 continuously scored the lowest, indicating there is room for improvement.

Figure 2: Highest-rating questions of the four domains, 2014–17



Compared with previous round
■ Start ■ About the same

Figure 3: Lowest-rating questions of the four domains, 2014–17



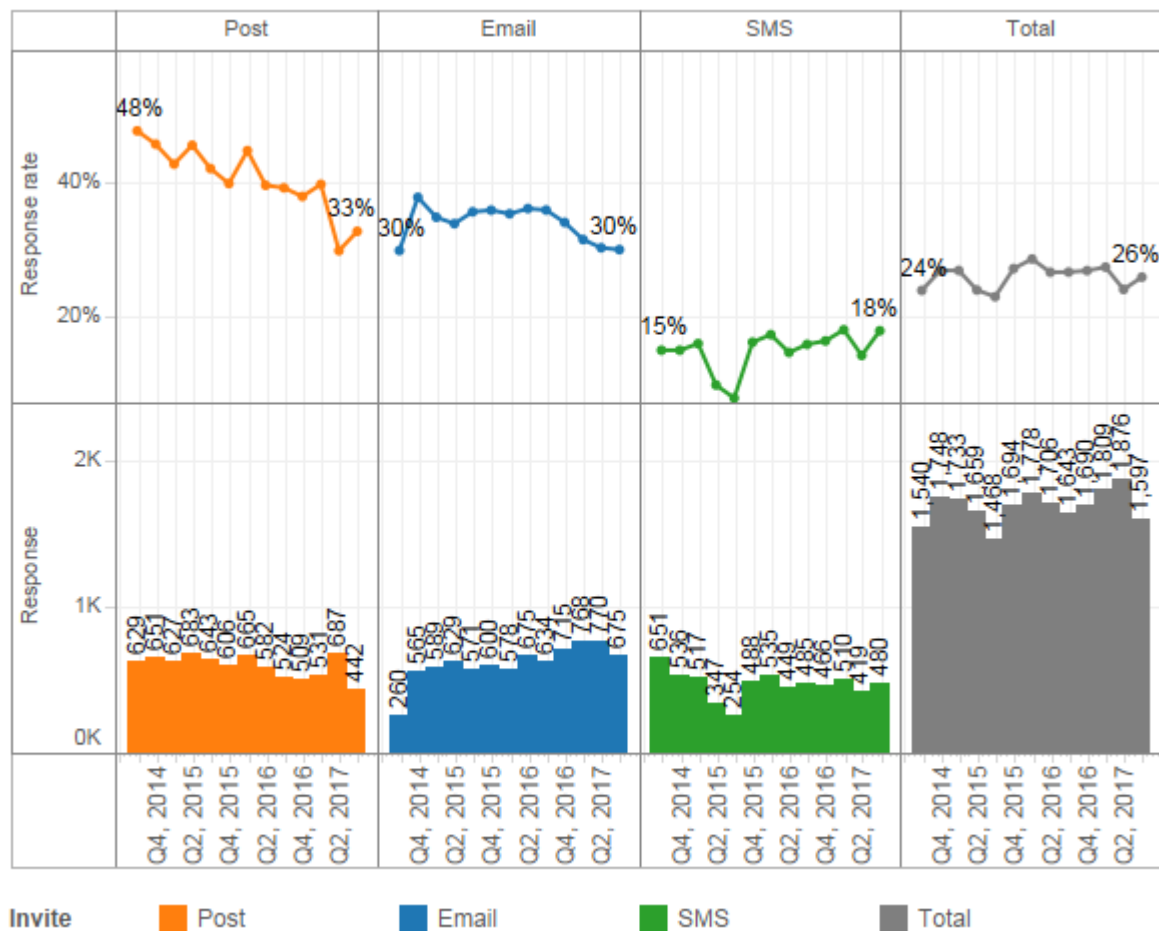
Compared with previous round
■ Start ■ About the same

Response rates

The national response rate increased to around 26 percent, up from 24 percent last quarter.

Figure 4 shows the breakdown of response rates by survey distribution method. Response rates for surveys invited via email and SMS have stabilised at 30 and 18 percent, respectively, after some early fluctuations. Response rates for surveys invited via post increased from around 30 percent to 33 percent. Although in past quarters post ranked highest among all distribution methods, this quarter it was similar to email. Postal surveys have a high processing cost, so we encourage DHBs to undertake surveys via email or SMS where possible.

Figure 4: Response rates by survey distribution type, 2014–17



Response rates per DHB varied between 13 percent and 40 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. Hauora Tairāwhiti and West Coast DHB did not meet this requirement. (See also Appendix 1 for per-DHB scores for each of the four domains.)

Table 1: Response rates by DHB (%), 2014–17

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

Response rate (%)



Representation of respondents

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

The under-representation of people aged 15–24 and 25–44 continued, as it did for people of Māori, Pacific and Asian origins. Table 2 gives a demographic breakdown of respondents.

Table 2: Representativeness by demographic group, August 2017

Respondents by age group

Group	Patients discharged (%)	Respondents (%)
Age 15–24	9	4
Age 25–44	25	20
Age 45–64	25	27
Age 65–74	17	22
Age 75–84	15	19
Age 85+	10	9

Respondents by gender

Group	Patients discharged (%)	Respondents (%)
Female	58	56
Male	42	44

Respondents by ethnicity

Group	Patients discharged (%)	Respondents (%)
NZ European	72	82
Māori	15	9
Pacific peoples	5	3
Asian	6	4
Other	1	2

Appendix 1: Scores for all domains by DHB

Table 3: Communication scores by DHB, 2014–17

Auckland DHB	8.3	8.6	8.4	8.6	8.3	8.0	8.6	8.3	8.7	8.0	8.2	8.2	8.5
Bay of Plenty DHB	8.2	8.7	7.7	8.5	8.1	8.6	7.7	8.4	8.2	8.2	8.1	8.7	8.1
Canterbury DHB	8.6	8.8	8.6	8.6	8.1	8.6	8.4	8.5	8.2	8.7	8.1	8.4	8.4
Capital & Coast DHB	8.2	8.6	8.5	8.4	8.4	8.2	8.1	8.4	8.5	8.3	8.2	8.3	8.3
Counties Manukau Health	7.8	8.3	8.2	8.5	8.1	7.8	8.0	8.2	8.7	8.2	8.2	8.8	8.2
Hauora Tairāwhiti	7.7	7.7	8.6	8.2	8.6	8.4	8.4	8.8	7.8	8.7	8.3	8.3	8.2
Hawke's Bay DHB	8.2	8.5	8.0	8.4	8.7	8.3	8.6	8.7	8.4	8.3	8.6	8.7	8.2
Hutt Valley DHB	8.4	8.7	8.3	8.4	8.6	8.3	8.2	8.2	8.8	8.5	8.5	8.8	8.2
Lakes DHB	8.5	8.5	8.2	8.5	8.4	8.2	8.2	8.1	8.1	8.3	8.6	8.8	8.5
MidCentral DHB	8.4	8.3	7.9	8.3	8.1	8.6	8.1	8.4	8.2	8.6	8.4	8.1	8.1
Nelson Marlborough DHB	8.4	8.6	8.7	8.5	8.5	8.6	8.6	8.4	8.2	8.9	8.6	8.6	8.5
Northland DHB	7.8	8.3	7.8	8.2	8.4	8.5	8.2	8.2	8.4	8.8	8.4	8.4	8.4
South Canterbury DHB	8.1	8.6	8.6	9.0	8.6	7.8	7.8	8.6	8.8	8.1	8.9	8.9	8.2
Southern DHB	8.3	8.9	8.7	8.4	8.0	8.2	8.2	8.8	8.3	8.4	8.3	8.2	7.9
Taranaki DHB	8.3	8.6	8.9	8.1	9.2	8.3	7.8	8.1	9.0	8.6	8.6	8.2	8.4
Waikato DHB	8.3	8.4	8.5	8.1	8.5	8.2	8.4	8.4	8.2	8.4	8.0	8.4	8.3
Wairarapa DHB	8.4	8.5	8.0	8.3	8.4	8.7	8.9	8.8	8.4	8.5	8.2	8.1	7.9
Waitemata DHB	7.7	8.0	7.9	8.1	8.3	8.3	8.1	8.4	8.2	8.3	8.2	8.2	8.3
West Coast DHB	9.4	9.5	9.1	8.8	8.8		8.1	9.3	8.2	9.0	8.9	8.9	8.4
Whanganui DHB	8.2	8.4	8.5	8.6	8.5	7.9	8.5	8.2	8.4	7.8	8.4	8.5	8.7
New Zealand	8.3	8.5	8.3	8.4	8.4	8.3	8.2	8.4	8.3	8.4	8.3	8.5	8.3
	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

Compared with NZ average

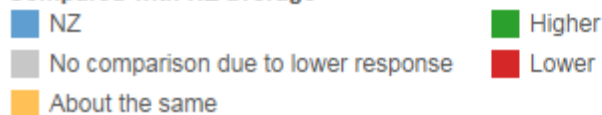
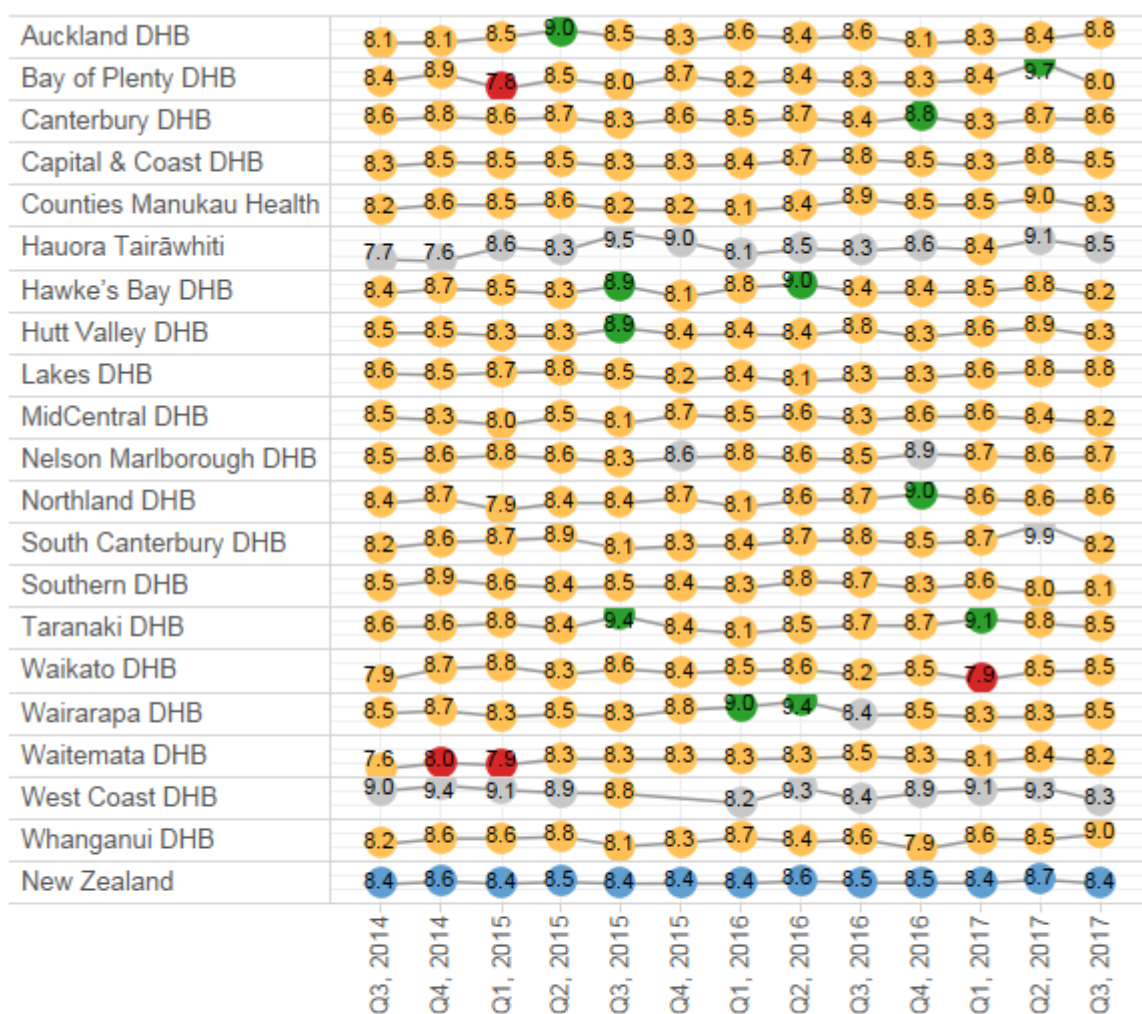


Table 4: Partnership scores by DHB, 2014–17



Compared with NZ average

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

Table 5: Coordination scores by DHB, 2014–17

Auckland DHB	8.5	8.2	8.3	8.7	8.4	8.3	9.0	8.3	8.6	7.9	8.1	8.1	8.8
Bay of Plenty DHB	7.9	8.4	8.2	8.6	8.4	8.6	8.4	8.5	8.3	8.2	8.6	9.5	8.2
Canterbury DHB	8.5	8.6	8.4	8.7	8.7	8.6	8.5	8.3	8.2	8.9	8.2	8.5	8.4
Capital & Coast DHB	8.3	8.5	8.3	8.4	8.3	8.3	8.2	8.4	8.3	8.3	8.1	8.4	8.4
Counties Manukau Health	8.3	8.7	7.9	8.9	8.4	7.6	7.2	8.0	8.5	8.4	8.2	8.7	8.2
Hauora Tairāwhiti	7.8	7.3	8.4	8.4	8.6	8.6	8.0	8.1	8.4	8.4	8.4	9.2	8.3
Hawke's Bay DHB	8.3	8.6	8.2	8.2	8.7	8.4	8.8	8.8	8.4	8.3	8.6	8.8	8.1
Hutt Valley DHB	8.4	8.7	8.2	8.5	8.7	8.2	8.4	8.3	8.7	8.3	8.7	8.8	8.4
Lakes DHB	8.3	8.5	8.4	8.4	8.4	8.4	8.5	7.8	8.3	8.2	8.7	8.5	8.6
MidCentral DHB	8.4	8.2	8.1	8.2	7.9	8.8	8.1	8.3	8.2	8.4	8.2	8.2	8.2
Nelson Marlborough DHB	8.4	8.6	8.6	8.7	8.4	8.6	8.6	8.5	8.4	9.3	8.5	8.5	8.6
Northland DHB	7.7	8.6	7.4	8.5	8.6	8.8	8.1	8.6	8.3	8.7	8.3	8.7	8.4
South Canterbury DHB	7.9	8.8	8.7	9.1	8.6	8.4	8.2	8.8	8.5	8.3	8.8	9.1	8.6
Southern DHB	8.3	8.8	8.6	8.5	8.4	8.4	8.2	8.9	8.5	8.3	8.4	7.6	7.9
Taranaki DHB	8.3	8.8	8.6	8.4	9.1	8.4	8.1	8.4	8.8	8.4	9.0	8.5	8.4
Waikato DHB	8.1	8.5	8.6	8.2	8.4	8.4	8.3	8.4	8.1	8.3	8.0	8.3	8.4
Wairarapa DHB	8.6	8.5	8.1	8.2	8.1	8.7	8.9	8.8	8.2	8.6	8.2	8.4	8.2
Waitemata DHB	7.6	8.1	8.0	8.1	8.3	8.2	8.3	8.4	8.2	8.5	8.0	8.2	8.2
West Coast DHB	9.5	9.7	9.1	8.4	8.7		8.0	9.0	8.9	9.0	9.0	9.2	7.8
Whanganui DHB	8.6	8.7	8.8	8.5	8.1	8.2	8.1	8.5	8.5	7.8	8.1	8.7	9.1
New Zealand	8.3	8.5	8.3	8.4	8.4	8.4	8.3	8.4	8.3	8.4	8.3	8.5	8.3
	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

Compared with NZ average

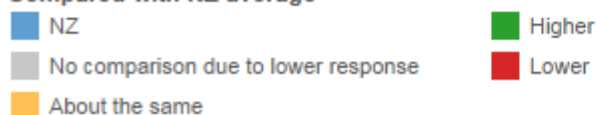
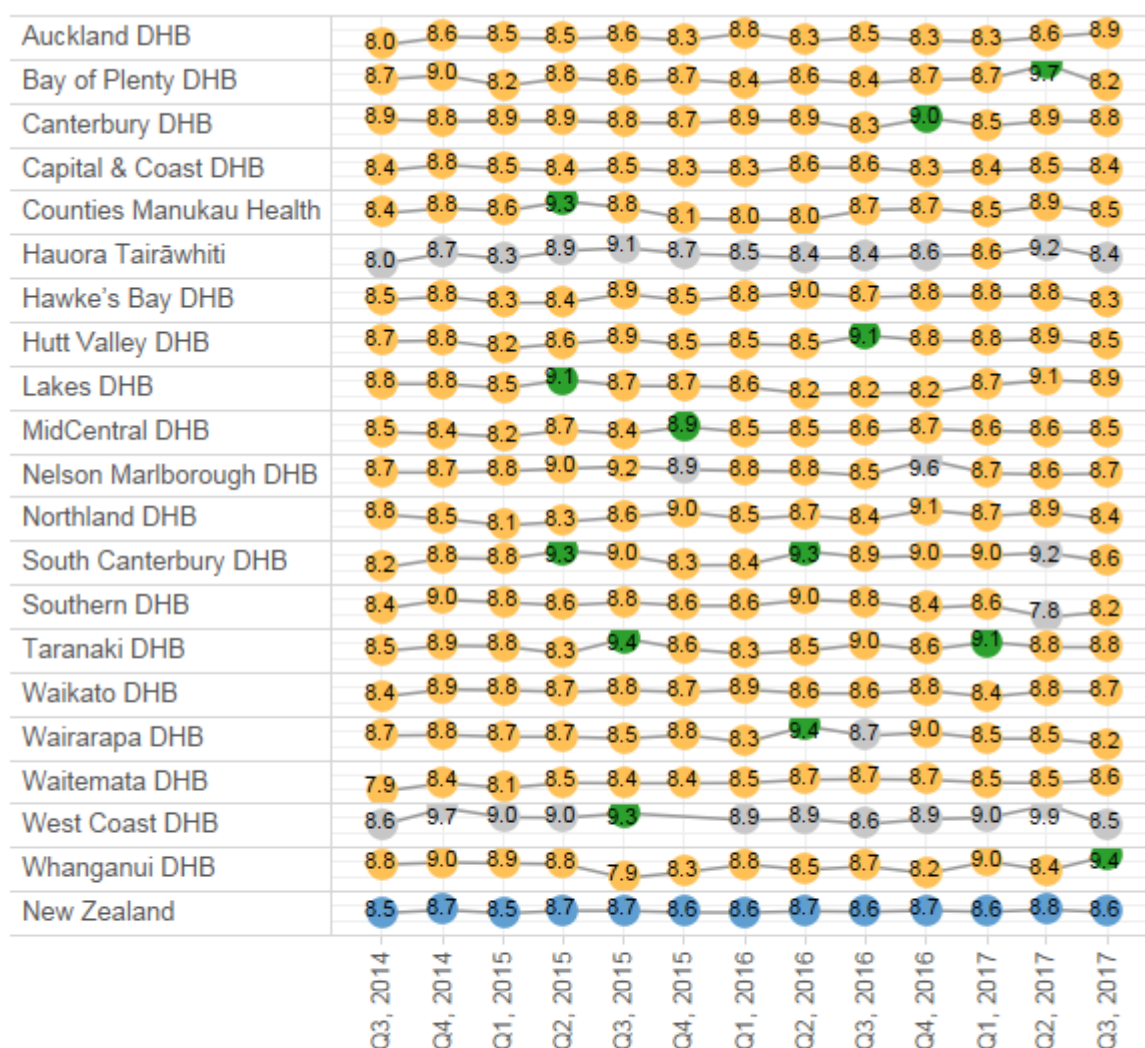


Table 6: Physical and emotional needs scores by DHB, 2014–17



Compared with NZ average

- NZ
- About the same
- No comparison due to lower response
- Higher