

Patient experience results

New Zealand

Response rate 24%

Communication

Rate your experience of communication out of 10

8.2

Percentage in highest category*

76%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

69%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

78%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

77%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

77%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

47%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

New Zealand

Response rate 24%

Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.3

66%

Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely /yes, to some extent/no)

55%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

New Zealand

Response rate 24%

Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.2

69%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

59%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

New Zealand

Response rate 24%

Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.5

77%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

82%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

87%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

85%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

75%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

New Zealand

Response rate 24%

Percentage in highest category*

Additional questions

88%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

74%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

88%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)

84%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

81%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Auckland DHB




Response rate 16%

Communication

Rate your experience of communication out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

77%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

71%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

69%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

76%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

65%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

44%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Auckland DHB

Response rate 16 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

63%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

64%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Auckland DHB

Response rate 16 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

64%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

57%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

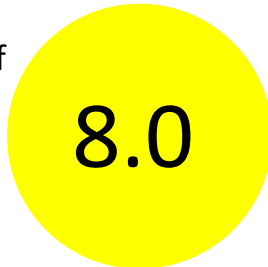
Auckland DHB

Response rate 16%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

72%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

71%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

89%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

84%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

79%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Auckland DHB

Response rate 16 %

Percentage in highest category*

Additional questions

88%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

80%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

78%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




78%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

68%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Bay of Plenty DHB




Response rate 20%

Communication

Rate your experience of communication out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

81%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

68%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

75%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

65%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

70%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

48%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Bay of Plenty DHB

Response rate 20%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

59%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

47%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Bay of Plenty DHB

Response rate 20%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

7.9

Comparison with national average

-  Higher
-  About the same
-  Lower

61%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

51%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Bay of Plenty DHB

Response rate 20%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

57%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

84%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

83%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

78%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

47%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Bay of Plenty DHB

Response rate 20%

Percentage in highest category*

Additional questions

86%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

71%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

84%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




86%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

74%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Canterbury DHB




Response rate 20%

Communication

Rate your experience of communication out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

76%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

75%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

73%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

82%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

81%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

48%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Canterbury DHB

Response rate 20%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely /yes, to some extent/no)

53%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Canterbury DHB

Response rate 20%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

69%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

60%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Canterbury DHB

Response rate 20%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

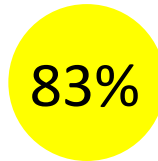


Comparison with national average

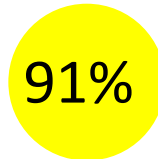
-  Higher
-  About the same
-  Lower



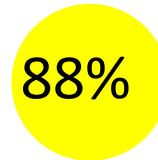
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)



Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)



Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)



Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)



Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Canterbury DHB

Response rate 20%

Percentage in highest category*

Additional questions

83%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

67%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

81%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




90%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

88%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Counties Manukau DHB




Response rate 15%

Communication

Rate your experience of communication out of 10

7.6

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

77%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

73%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

75%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

78%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

80%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

48%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Counties Manukau DHB

Response rate 15%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

7.9

Comparison with national average

-  Higher
-  About the same
-  Lower

60%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

60%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Counties Manukau DHB

Response rate 15%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

66%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

55%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Counties Manukau DHB

Response rate 15%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

77%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

83%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

86%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

83%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

67%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Counties Manukau DHB

Response rate 15%

Percentage in highest category*

Additional questions

94%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

74%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

79%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




83%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

82%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A




Capital & Coast DHB Response rate 28%

Communication

Rate your experience of communication out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

76%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

78%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

84%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

80%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

41%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Capital & Coast DHB Response rate 28%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

73%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

46%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Capital & Coast DHB Response rate 28%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

75%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

63%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

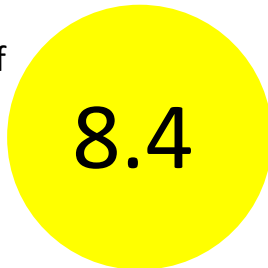
* Excludes N/A

Capital & Coast DHB Response rate 28%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

87%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

84%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

86%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

84%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

81%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Capital & Coast DHB Response rate 28%

Percentage in highest category*

Additional questions

93%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

78%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

87%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




86%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

82%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Hawkes Bay DHB




Response rate 26%

Communication

Rate your experience of communication out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

72%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

63%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

73%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

78%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

82%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

49%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Hawkes Bay DHB

Response rate 26 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

61%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Hawkes Bay DHB

Response rate 26 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

57%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Hawkes Bay DHB

Response rate 26 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

74%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

80%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

85%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

85%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

72%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Hawkes Bay DHB

Response rate 26 %

Percentage in highest category*

Additional questions

79%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

82%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

79%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




83%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

77%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Hutt Valley DHB




Response rate 25%

Communication

Rate your experience of communication out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

80%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

70%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

79%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

76%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

48%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Hutt Valley DHB

Response rate 25 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

76%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

60%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Hutt Valley DHB

Response rate 25 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

76%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

64%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

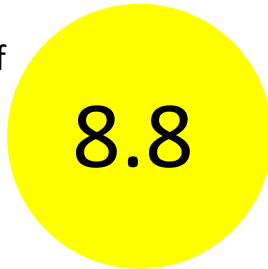
Hutt Valley DHB

Response rate 25 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

78%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

82%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

89%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

87%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

50%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Hutt Valley DHB

Response rate 25 %

Percentage in highest category*

Additional questions

84%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

77%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

92%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




92%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

87%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Lakes DHB




Response rate 38%

Communication

Rate your experience of communication out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

77%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

70%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

80%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

81%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

57%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Lakes DHB

Response rate 38%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

74%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

58%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Lakes DHB

Response rate 38%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

68%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

62%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

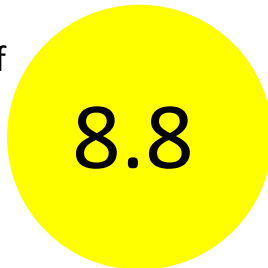
Lakes DHB

Response rate 38%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

77%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

85%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

93%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

93%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

94%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Lakes DHB

Response rate 38%

Percentage in highest category*

Additional questions

91%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

76%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

87%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




86%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

84%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

MidCentral DHB




Response rate 49%

Communication

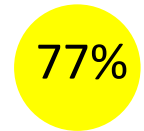
Rate your experience of communication out of 10



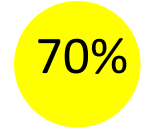
Comparison with national average

-  Higher
-  About the same
-  Lower

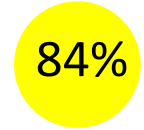
Percentage in highest category*



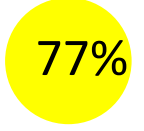
When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)



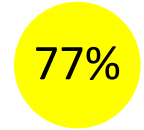
Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)



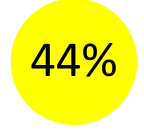
Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

MidCentral DHB

Response rate 49%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

68%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

60%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

MidCentral DHB

Response rate 49%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

66%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

66%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

MidCentral DHB

Response rate 49%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

76%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

85%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

87%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

84%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

73%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

MidCentral DHB

Response rate 49%

Percentage in highest category*

Additional questions

92%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

81%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

88%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




85%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

83%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Nelson Marlborough DHB




Response rate 27%

Communication

Rate your experience of communication out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

82%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

70%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

80%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

75%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

73%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

45%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Nelson Marlborough DHB

Response rate 27%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.7

Comparison with national average

-  Higher
-  About the same
-  Lower

62%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

55%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Nelson Marlborough DHB

Response rate 27%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

74%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

63%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Nelson Marlborough DHB

Response rate 27%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

81%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

88%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

95%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

92%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

86%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Nelson Marlborough DHB

Response rate 27%

Percentage in highest category*

Additional questions

91%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

73%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

90%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




95%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

85%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Southern DHB




Response rate 21%

Communication

Rate your experience of communication out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

73%

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/ yes, sometimes/ no)

75%

Was your condition explained to you in a way that you could understand? (Yes, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (Yes, always/ yes, sometimes/ no)

72%

Did you feel nurses listened to what you had to say? (Yes, always/ yes, sometimes/ no)

75%

Did you feel other staff listened to what you had to say? (Yes, always/ yes, sometimes/ no)

49%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (Yes, completely /yes, to some extent/no)

* Excludes N/A

Southern DHB

Response rate 21 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

63%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

51%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Southern DHB

Response rate 21 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

63%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different?
(No/yes, sometimes/yes, always)

51%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge?
(Yes, definitely /yes, to some extent/no)

* Excludes N/A

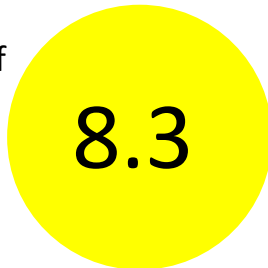
Southern DHB

Response rate 21 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

80%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

83%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

79%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

73%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

69%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Southern DHB

Response rate 21 %

Percentage in highest category*

Additional questions

91%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

68%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

86%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




69%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

78%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Northland DHB




Response rate 14%

Communication

Rate your experience of communication out of 10

7.8

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

71%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

75%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

78%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

66%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

73%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

48%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

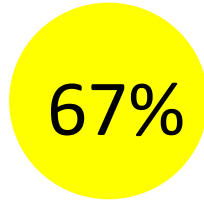
Northland DHB

Response rate 14 %

Partnership

Percentage in highest category*

Rate your experience of partnership out of 10






Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)



Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Northland DHB

Response rate 14 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

7.8

Comparison with national average

-  Higher
-  About the same
-  Lower

65%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

61%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Northland DHB

Response rate 14 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

79%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

87%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

91%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

83%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

70%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Northland DHB

Response rate 14 %

Percentage in highest category*

Additional questions

86%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

69%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

81%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




84%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

86%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

South Canterbury DHB




Response rate 29%

Communication

Rate your experience of communication out of 10

7.8

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

84%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

73%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

87%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

79%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

71%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

40%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

South Canterbury DHB

Response rate 29 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

59%

Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely /yes, to some extent/no)

53%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

South Canterbury DHB

Response rate 29 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

7.8

Comparison with national average

-  Higher
-  About the same
-  Lower

54%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

59%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

South Canterbury DHB

Response rate 29 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

85%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

76%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

80%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

67%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

South Canterbury DHB

Response rate 29 %

Percentage in highest category*

Additional questions

89%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

83%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

89%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




80%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

68%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Taranaki DHB




Response rate 28%

Communication

Rate your experience of communication out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

71%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

67%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

71%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

85%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

87%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

57%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Taranaki DHB

Response rate 28%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.6

Comparison with national average

-  Higher
-  About the same
-  Lower

61%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

52%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Taranaki DHB

Response rate 28%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.2

Comparison with national average

-  Higher
-  About the same
-  Lower

74%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

62%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Taranaki DHB

Response rate 28%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

89%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

79%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

88%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

86%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

74%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Taranaki DHB

Response rate 28%

Percentage in highest category*

Additional questions

87%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

61%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

80%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




78%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

85%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Waikato DHB




Response rate 14%

Communication

Rate your experience of communication out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

63%

When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/ yes, sometimes/ no)

69%

Was your condition explained to you in a way that you could understand? (Yes, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (Yes, always/ yes, sometimes/ no)

78%

Did you feel nurses listened to what you had to say? (Yes, always/ yes, sometimes/ no)

71%

Did you feel other staff listened to what you had to say? (Yes, always/ yes, sometimes/ no)

40%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (Yes, completely /yes, to some extent/no)

* Excludes N/A

Waikato DHB

Response rate 14%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

7.9

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

56%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Waikato DHB

Response rate 14 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.1

Comparison with national average

-  Higher
-  About the same
-  Lower

67%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

50%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

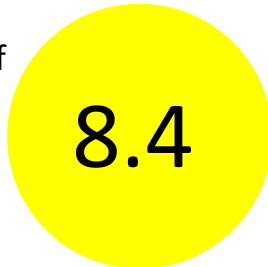
Waikato DHB

Response rate 14 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

76%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

77%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

87%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

82%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

88%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Waikato DHB

Response rate 14 %

Percentage in highest category*

Additional questions

88%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

65%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

79%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




79%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

74%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Wairarapa DHB




Response rate 40%

Communication

Rate your experience of communication out of 10

8.4

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

76%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

62%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

81%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

73%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

86%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

53%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

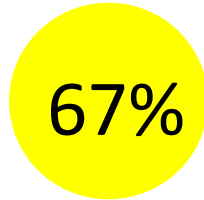
Wairarapa DHB

Response rate 40%

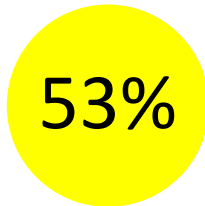
Partnership

Percentage in highest category*

Rate your experience of partnership out of 10






Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)



Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Wairarapa DHB

Response rate 40%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

78%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

67%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Wairarapa DHB

Response rate 40%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

72%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

85%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

90%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

90%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

92%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Wairarapa DHB

Response rate 40%

Percentage in highest category*

Additional questions

91%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

86%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

93%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




88%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

87%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Waitemata DHB




Response rate 17%

Communication

Rate your experience of communication out of 10

7.5

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

76%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

57%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

70%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

75%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

74%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

38%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Waitemata DHB

Response rate 17 %




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

7.5

Comparison with national average

-  Higher
-  About the same
-  Lower

59%

Were you involved as much as you wanted to be in decisions about your care and treatment?
(Yes, definitely /yes, to some extent/no)

41%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Waitemata DHB

Response rate 17 %




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

7.5

Comparison with national average

-  Higher
-  About the same
-  Lower

72%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

46%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Waitemata DHB

Response rate 17 %




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

7.7

Comparison with national average

-  Higher
-  About the same
-  Lower

69%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

77%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

84%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

82%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

67%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Waitemata DHB

Response rate 17 %

Percentage in highest category*

Additional questions

74%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

56%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

75%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




79%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

76%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A

Whanganui DHB




Response rate 30%

Communication

Rate your experience of communication out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

63%

When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)

60%

Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)

70%

Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

81%

Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

73%

Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)

38%

Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A

Whanganui DHB

Response rate 30%




Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

8.5

Comparison with national average

-  Higher
-  About the same
-  Lower

65%

Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)

62%

Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A

Whanganui DHB

Response rate 30%




Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.9

Comparison with national average

-  Higher
-  About the same
-  Lower

73%

Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

53%

Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A

Whanganui DHB

Response rate 30%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

76%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

75%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

91%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

89%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

70%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A

Whanganui DHB

Response rate 30%

Percentage in highest category*

Additional questions

85%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

86%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

77%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




83%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

79%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

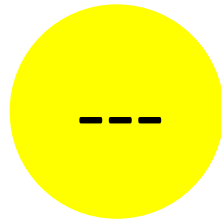
* Excludes N/A

Tairawhiti DHB




Response rate 9%

Communication

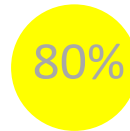
Rate your experience of communication out of 10



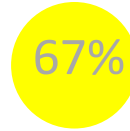
Comparison with national average

-  Higher
-  About the same
-  Lower

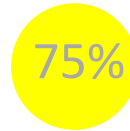
Percentage in highest category*



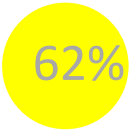
When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)



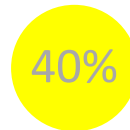
Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)



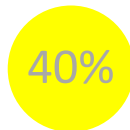
Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A. Grey text indicates fewer than 30 responses

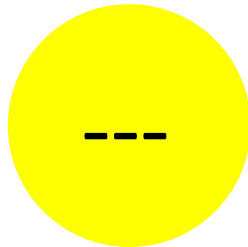
Tairawhiti DHB

Response rate 9%




Partnership

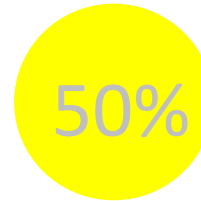
Percentage in highest category*

Rate your experience of partnership out of 10

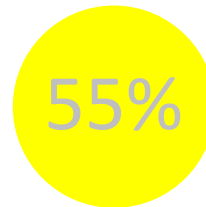


Comparison with national average

-  Higher
-  About the same
-  Lower



Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)



Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

* Excludes N/A. . Grey text indicates fewer than 30 responses

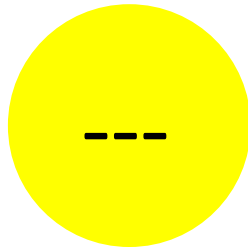
Tairawhiti DHB

Response rate 9%




Coordination

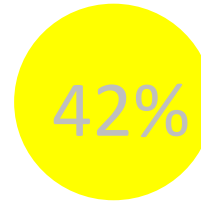
Percentage in highest category*

Rate your experience of coordination out of 10

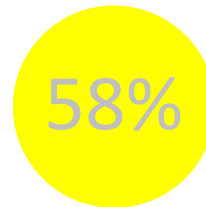


Comparison with national average

-  Higher
-  About the same
-  Lower



Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)



Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

* Excludes N/A. Grey text indicates fewer than 30 responses

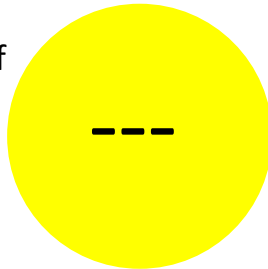
Tairawhiti DHB

Response rate 9%




Percentage in highest category*

Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

64%

If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)

58%

Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)

67%

Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

73%

Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)

100%

Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

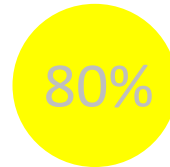
* Excludes N/A. Grey text indicates fewer than 30 responses

Tairawhiti DHB

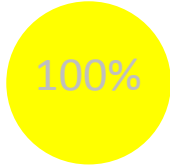
Response rate 9%

Percentage in highest category*

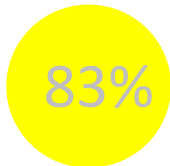
Additional questions



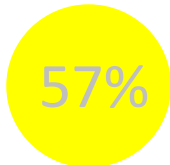
Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)



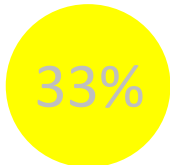
Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)



Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)



Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)



Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

- Higher
- About the same
- Lower

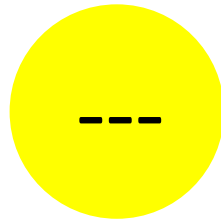
* Excludes N/A. Grey text indicates fewer than 30 responses

West Coast DHB




Response rate 11%

Communication

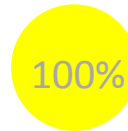
Rate your experience of communication out of 10



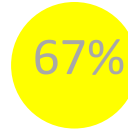
Comparison with national average

-  Higher
-  About the same
-  Lower

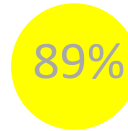
Percentage in highest category*



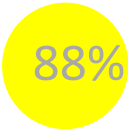
When you had important questions to ask a doctor, did you get answers that you could understand? (**Yes**, always/ yes, sometimes/ no)



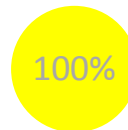
Was your condition explained to you in a way that you could understand? (**Yes**, completely /yes, to some extent/no)



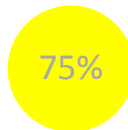
Did you feel doctors listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel nurses listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did you feel other staff listened to what you had to say? (**Yes**, always/ yes, sometimes/ no)



Did a member of staff tell you about medication **side effects** to watch for when you went home? (**Yes**, completely /yes, to some extent/no)

* Excludes N/A. Grey text indicates fewer than 30 responses

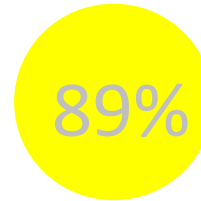
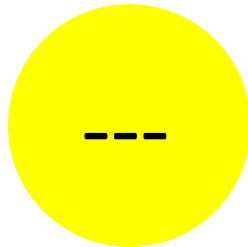
West Coast DHB

Response rate 11%

Partnership

Percentage in highest category*

Rate your experience of partnership out of 10






Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely /yes, to some extent/no)



Did the hospital staff include your family/whanau or someone close to you in discussions about your care? (Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A. . Grey text indicates fewer than 30 responses

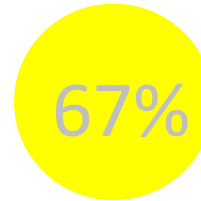
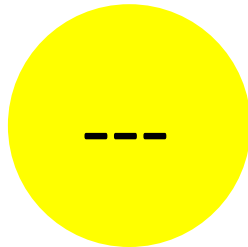
West Coast DHB

Response rate 11%

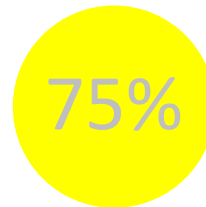
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10






Were you given conflicting information by different staff members, e.g. one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)



Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely /yes, to some extent/no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A. Grey text indicates fewer than 30 responses

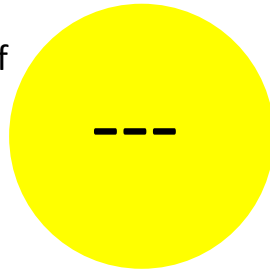
West Coast DHB

Response rate 11%




Percentage in highest category*

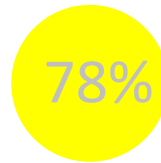
Physical and Emotional Needs

Rate your experience of having physical and emotional needs met out of 10

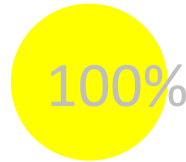


Comparison with national average

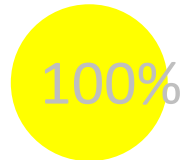
-  Higher
-  About the same
-  Lower



If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/ yes, sometimes/ no)



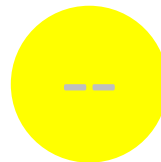
Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely /yes, to some extent/no)



Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/ yes, sometimes/ no)



Overall, did you feel staff treated you with kindness and understanding while you were in the hospital?
(Yes, always/ yes, sometimes/ no)



Was cultural support available when you needed it?
(Yes, always/ yes, sometimes/ no)

* Excludes N/A. Grey text indicates fewer than 30 responses

West Coast DHB

Response rate 11%

Percentage in highest category*

Additional questions

100%

Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely /yes, to some extent/no)

33%

Did staff tell you how the operation went in a way you could understand?
(Yes, completely /yes, to some extent/no)

89%

Did you have confidence and trust in the doctors treating you?
(Yes, always/ yes, sometimes/ no)




88%

Did you have confidence and trust in the nurses treating you?
(Yes, always/ yes, sometimes/ no)

100%

Did you have confidence and trust in the other members of the team treating you?
(Yes, always/ yes, sometimes/ no)

Comparison with national average

-  Higher
-  About the same
-  Lower

* Excludes N/A. Grey text indicates fewer than 30 responses