

Patient experience results

November 2014

New Zealand

Response rate 27%

Communication

Rate your experience of communication out of 10

8.3

[8.2]

Percentage in highest category*

[76%]

78%

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

[69%]

73%

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

[78%]

78%

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

[77%]

77%

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

[77%]

78%

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

[47%]

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

August 2014 results in parenthesis

New Zealand

Response rate 27%

Partnership

Percentage in highest category*

[66%]

69%

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

Rate your experience of partnership out of 10

8.5

[8.3]

[53%]

55%

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

* Excludes N/A

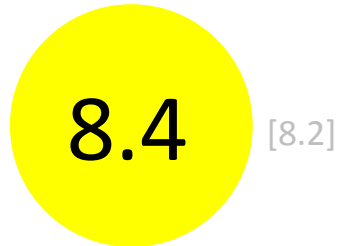
New Zealand

Response rate 27%

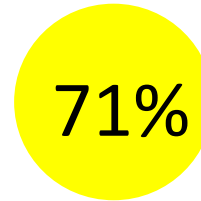
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

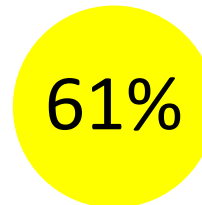


[69%]



Were you given conflicting information by different staff members eg, 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 27%

Physical and emotional needs

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

8.6

Percentage in highest category*

[77%]

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%]

82%

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

[87%]

87%

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

[8.5]

[85%]

85%

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

[75%]

77%

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

* Excludes N/A

New Zealand

Response rate 27%

Additional questions

Percentage in highest category*

[89%]

86%

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

[74%]

76%

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

[88%]

85%

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

[84%]

82%

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

[81%]

84%

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 12% [16%]

Communication

Rate your experience of communication out of 10

8.0

[8.3]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[77%]

69%

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

[71%]

73%

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

[69%]

69%

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

[75%]

67%

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

[65%]

64%

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

[43%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Auckland DHB

Response rate 12% [16%]

Partnership

Percentage in highest category*

[63%]

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)

Rate your experience of partnership out of 10

7.8

[8.1]

Comparison with national average

- Higher
- About the same
- Lower

[64%]

45%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Auckland DHB

Response rate 12% [16%]

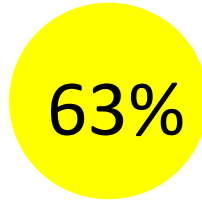
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10






[63%]

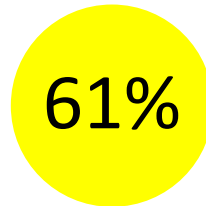


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Auckland DHB

Response rate 12% [16%]

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

Percentage in highest category*

[71%]

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)

[71%]

70%

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

[89%]

82%

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

[8.0]

[84%]

75%

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

[79%]

53%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

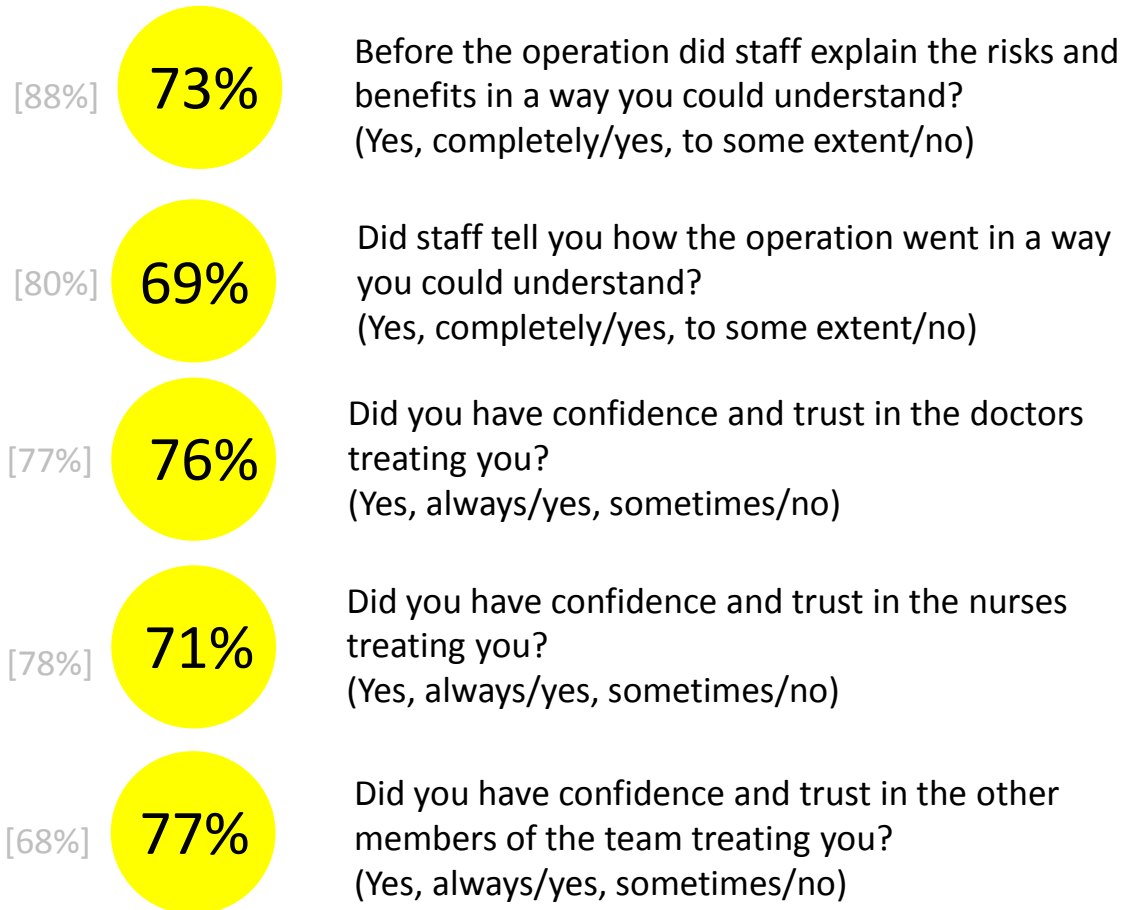
* Excludes N/A

Auckland DHB

Response rate 12% [16%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Bay of Plenty DHB

Response rate 20% [20%]

Communication

Rate your experience of communication out of 10

8.4

[8.2]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[81%]

81%

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

[68%]

78%

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

[75%]

74%

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

[65%]

74%

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

[70%]

72%

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

[48%]

43%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Bay of Plenty DHB

Response rate 20% [20%]

Partnership

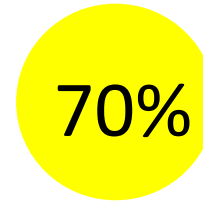
Percentage in highest category*

Rate your experience of partnership out of 10






[8.4]

[59%]

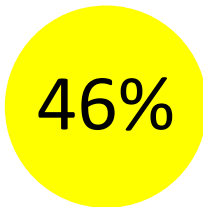


Were you involved as much as you wanted to be in decisions about your care and treatment? (Yes, definitely/yes, to some extent/no)

Comparison with national average

-  Higher
-  About the same
-  Lower

[47%]



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

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August 2014 figures in parenthesis

* Excludes N/A

Bay of Plenty DHB

Response rate 20% [20%]

Coordination

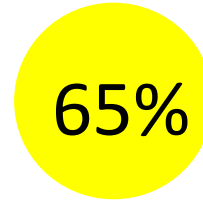
Percentage in highest category*

Rate your experience of coordination out of 10






[7.9]

[61%]

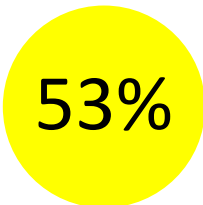


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

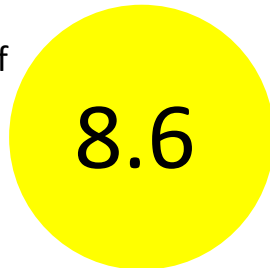
* Excludes N/A

Bay of Plenty DHB

Response rate 20% [20%]




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

Percentage in highest category*

[57%]

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)

[84%]

79%

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

[83%]

84%

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

[78%]

80%

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

[47%]

69%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

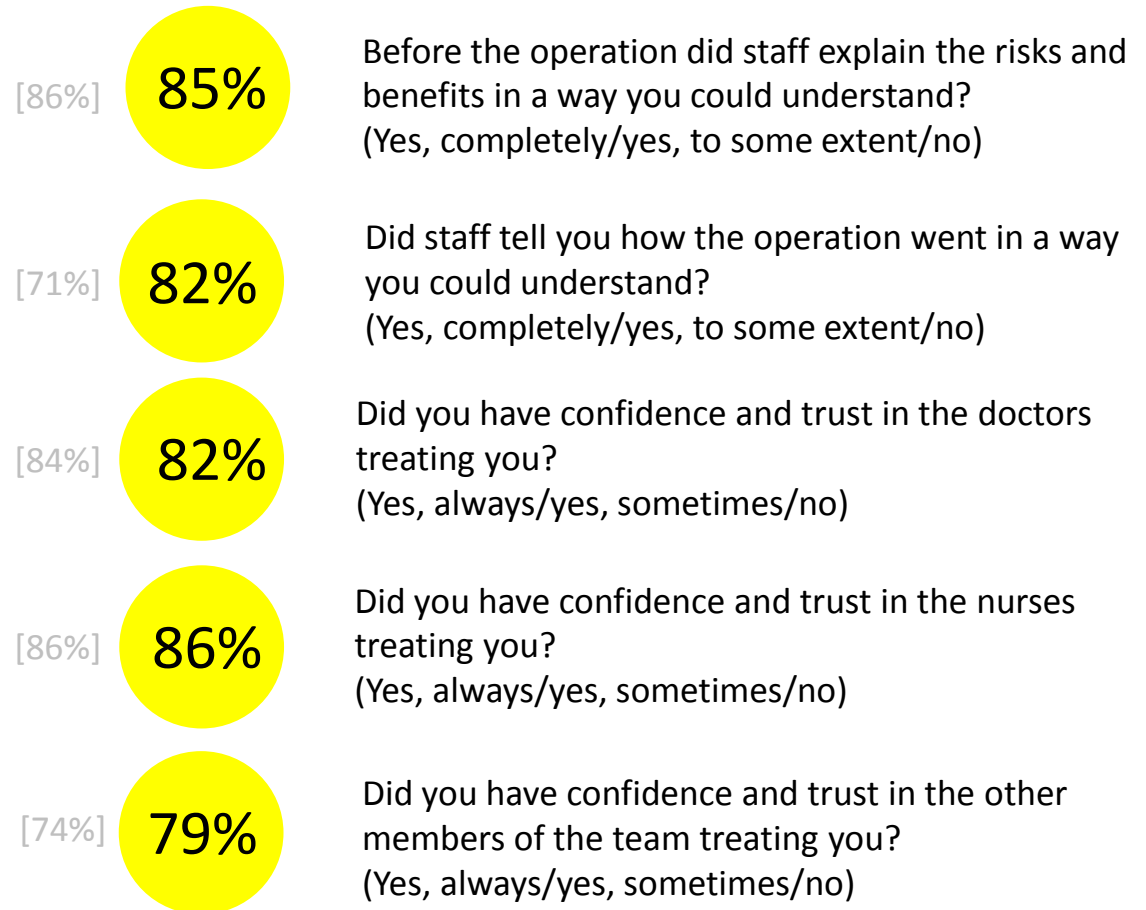
* Excludes N/A

Bay of Plenty DHB

Response rate 20% [20%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Canterbury DHB

Response rate 26% [20%]




Communication

Rate your experience of communication out of 10

8.7

[8.6]

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

[76%]

81%

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

[75%]

76%

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

[73%]

82%

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

[82%]

81%

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

[81%]

78%

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

[48%]

54%

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)

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August 2014 figures in parenthesis

* Excludes N/A

Canterbury DHB

Response rate 26% [20%]

Partnership

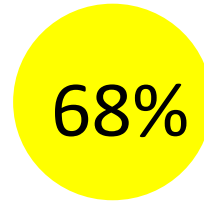
Percentage in highest category*

Rate your experience of partnership out of 10






[8.6]

[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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[53%]



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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Canterbury DHB

Response rate 26% [20%]

Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.6

[8.5]

[69%]

75%

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

Comparison with national average

- Higher
- About the same
- Lower

[60%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Canterbury DHB

Response rate 26% [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

[91%]

86%

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%]

86%

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

[91%]

89%

[8.9]

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

[88%]

85%

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

[90%]

86%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

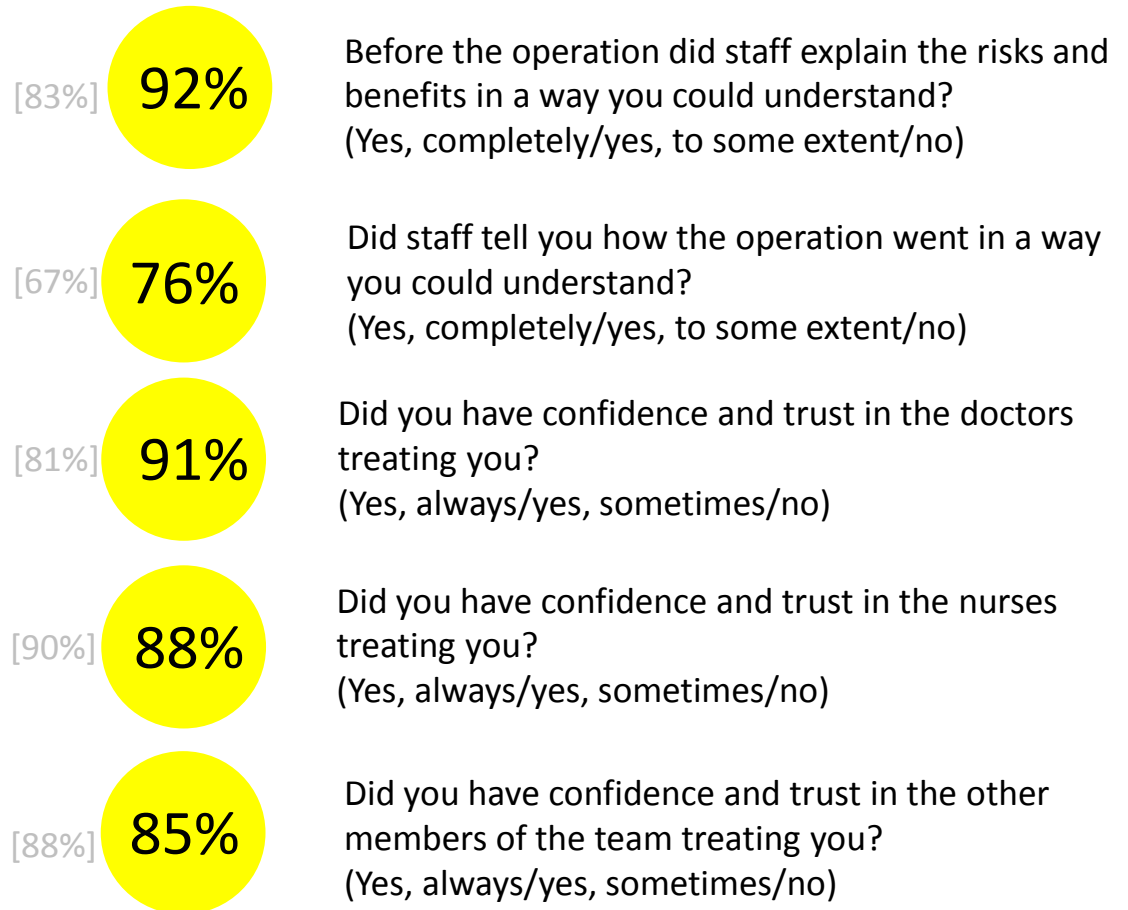
* Excludes N/A

Canterbury DHB

Response rate 26% [20%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Counties Manukau DHB

Response rate 21% [15%]

Communication

Rate your experience of communication out of 10

8.1

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[77%] 71%

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

[73%] 68%

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

[75%] 73%

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

[7.6] [78%] 74%

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

[80%] 79%

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

[48%] 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)

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August 2014 figures in parenthesis

* Excludes N/A

Counties Manukau DHB

Response rate 21% [15%]

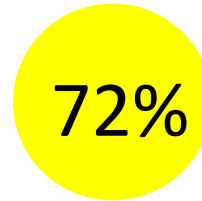
Partnership

Percentage in highest category*

Rate your experience of partnership out of 10






[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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[60%]



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

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August 2014 figures in parenthesis

* Excludes N/A

Counties Manukau DHB

Response rate 21% [15%]




Percentage in highest category*

Coordination

Rate your experience of coordination out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower

[66%]

65%

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

[55%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Counties Manukau DHB

Response rate 21% [15%]

Percentage in highest category*

Physical and emotional needs

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

8.7

Comparison with national average

- Higher
- About the same
- Lower

[77%]

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)

[83%]

81%

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

[86%]

85%

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

[8.2]

[83%]

87%

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

[67%]

75%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Counties Manukau DHB

Response rate 21% [15%]

Percentage in highest category*

Additional questions

[94%]

86%

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

[74%]

66%

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

[79%]

82%

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

[83%]

86%




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

[82%]

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A




Capital & Coast DHB Response rate 33% [28%]

Communication

Rate your experience of communication out of 10

8.3

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

[76%]

78%

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

[78%]

76%

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

[81%]

80%

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

[8.2]

[84%]

78%

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

[80%]

84%

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

[41%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Capital & Coast DHB

Response rate 33% [28%]

Partnership

Percentage in highest category*

[73%]

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)

Rate your experience of partnership out of 10

8.4

[8.3]

Comparison with national average

- Higher
- About the same
- Lower

[46%]

63%

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

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August 2014 figures in parenthesis

* Excludes N/A

Capital & Coast DHB Response rate 33% [28%]

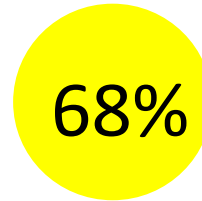
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10






[75%]



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

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

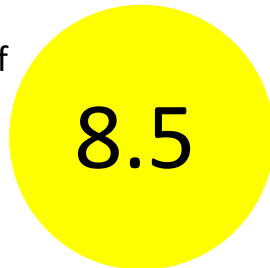
Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Capital & Coast DHB Response rate 33% [28%]




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

Percentage in highest category*

[87%]

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)

[84%]

86%

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

[86%]

87%

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

[84%]

82%

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

[81%]

67%

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

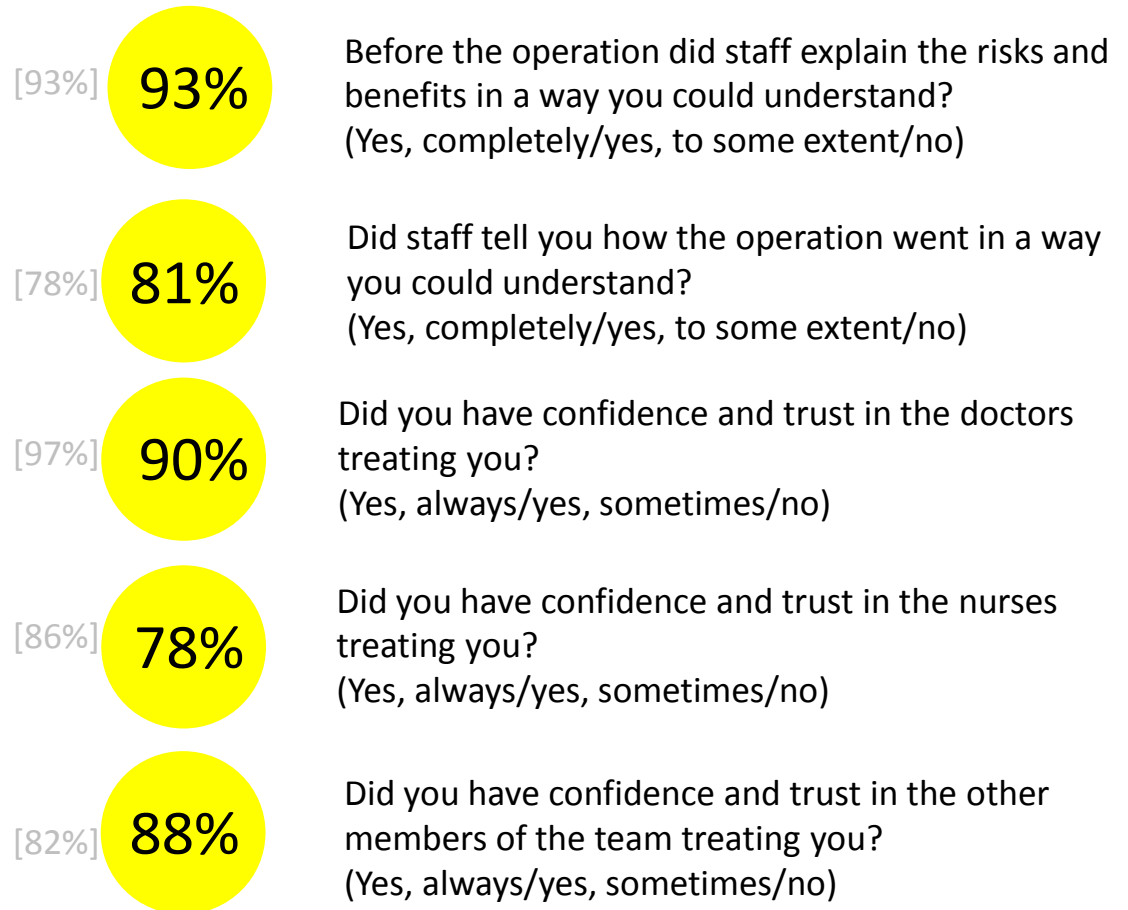
Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Capital & Coast DHB Response rate 33% [28%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hawke's Bay DHB

Response rate 25% [26%]

Communication

Rate your experience of communication out of 10

8.5

[8.1]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[72%]

76%

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

[63%]

72%

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

[73%]

77%

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

[78%]

82%

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

[82%]

79%

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

[49%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hawke's Bay DHB

Response rate 26 %

Partnership

Percentage in highest category*

[67%]

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)

Rate your experience of partnership out of 10

8.7

[8.3]

Comparison with national average

- Higher
- About the same
- Lower

[61%]

65%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hawke's Bay DHB

Response rate 25% [26%]

Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

8.6

[8.3]


[67%]

70%

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

Comparison with national average

 Higher

 About the same

 Lower

[57%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

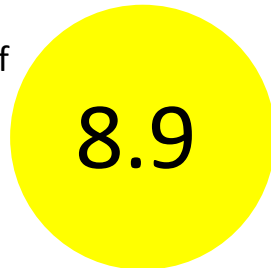
* Excludes N/A

Hawke's Bay DHB

Response rate 25% [26%]




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

Percentage in highest category*

[74%]

88%

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%]

85%

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

[85%]

90%

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

[85%]

88%

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

[72%]

100%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hawke's Bay DHB

Response rate 25% [26%]

Additional questions

Percentage in highest category*

[79%]

80%

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

[82%]

76%

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

[79%]

83%

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

[83%]

87%




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

[77%]

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hutt Valley DHB

Response rate 29% [25%]

Communication

Percentage in highest category*

Rate your experience of communication out of 10

8.5

[8.5]

Comparison with national average

- Higher
- About the same
- Lower

[80%]

77%

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

[70%]

69%

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

[81%]

76%

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

[79%]

77%

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

[76%]

77%

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

[48%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hutt Valley DHB

Response rate 29% [25%]

Partnership

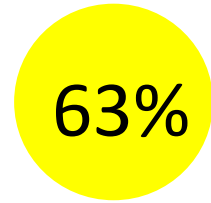
Percentage in highest category*

Rate your experience of partnership out of 10






[8.6]

[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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[60%]



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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hutt Valley DHB

Response rate 29% [25%]

Coordination

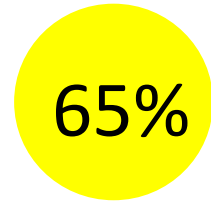
Percentage in highest category*

Rate your experience of coordination out of 10






[8.5]

[76%]

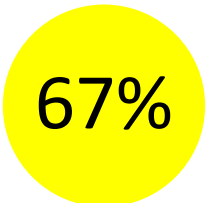


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Hutt Valley DHB

Response rate 29% [25%]

Percentage in highest category*

Physical and emotional needs

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

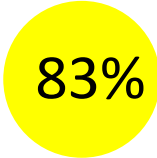


[8.8]

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%]



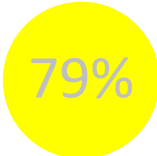
Overall, did you feel staff treated you with respect and dignity while you were in the hospital?
(Yes, always/yes, sometimes/no)

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

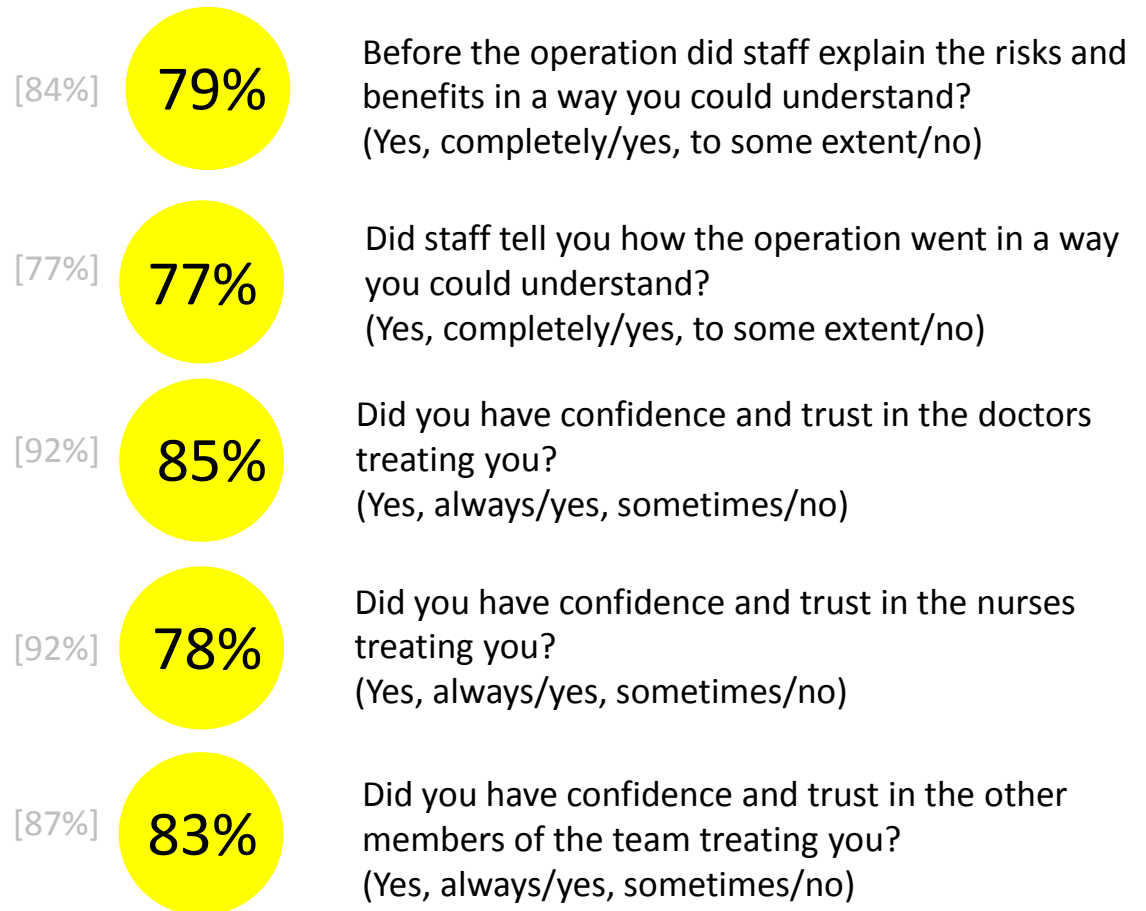
* Excludes N/A

Hutt Valley DHB

Response rate 29% [25%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Lakes DHB

Response rate 22% [38%]

Communication

Rate your experience of communication out of 10

8.9

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[77%]

79%

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

[70%]

83%

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

[81%]

83%

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

[8.4]

[80%]

77%

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

[81%]

79%

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

[57%]

46%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Lakes DHB

Response rate 22% [38%]

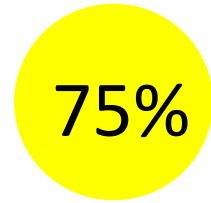
Partnership

Percentage in highest category*

Rate your experience of partnership out of 10

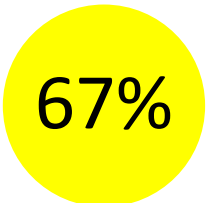


[74%]






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/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Comparison with national average

-  Higher
-  About the same
-  Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Lakes DHB

Response rate 22% [38%]




Coordination

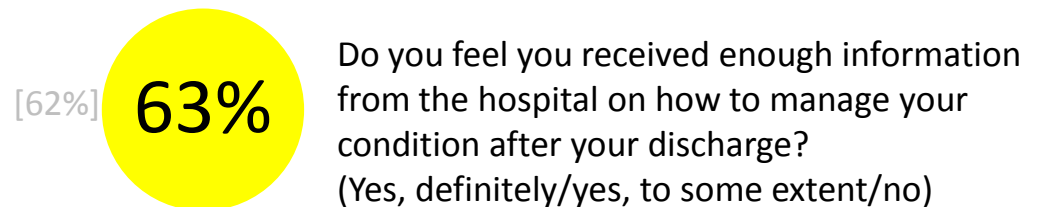
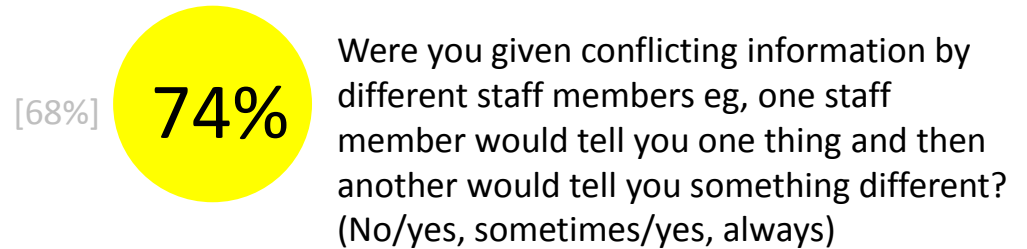
Percentage in highest category*

Rate your experience of coordination out of 10



Comparison with national average

-  Higher
-  About the same
-  Lower



Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Lakes DHB




Response rate 22% [38%]

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

Percentage in highest category*

[77%]

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)

[85%]

90%

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

[93%]

91%

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

[8.8]

[93%]

85%

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

[94%]

79%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

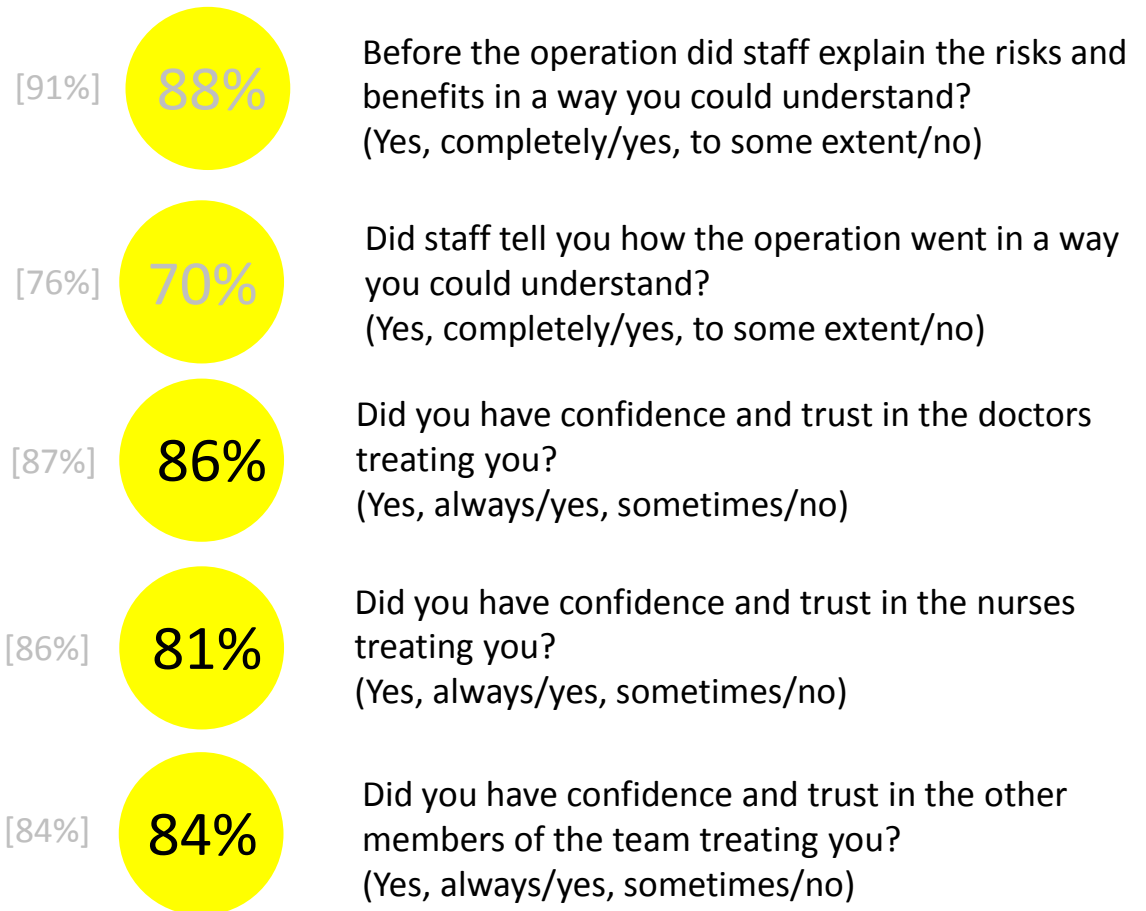
* Excludes N/A

Lakes DHB

Response rate 22% [38%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

MidCentral DHB

Response rate 49% [49%]

Communication

Rate your experience of communication out of 10

8.2

[8.4]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[77%]

75%

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

[70%]

65%

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

[84%]

83%

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

[77%]

77%

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

[77%]

83%

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

[44%]

43%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

MidCentral DHB

Response rate 49% [49%

Partnership

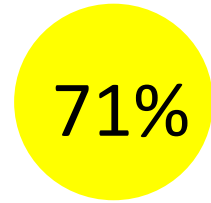
Percentage in highest category*

Rate your experience of partnership out of 10

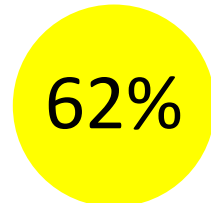


[8.5]

[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/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)

Comparison with national average

-  Higher
-  About the same
-  Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

MidCentral DHB

Response rate 49% [49%]

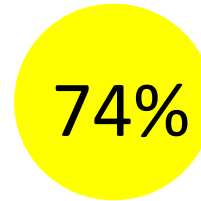
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10






[66%]

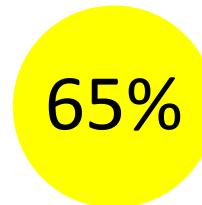


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

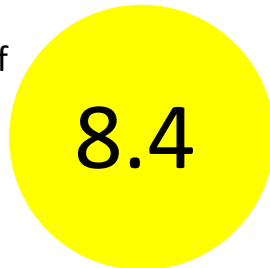
* Excludes N/A

MidCentral DHB

Response rate 49% [49%]

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

Percentage in highest category*

[76%]

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)

[85%]

81%

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

[87%]

90%

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

[84%]

89%

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

[73%]

74%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

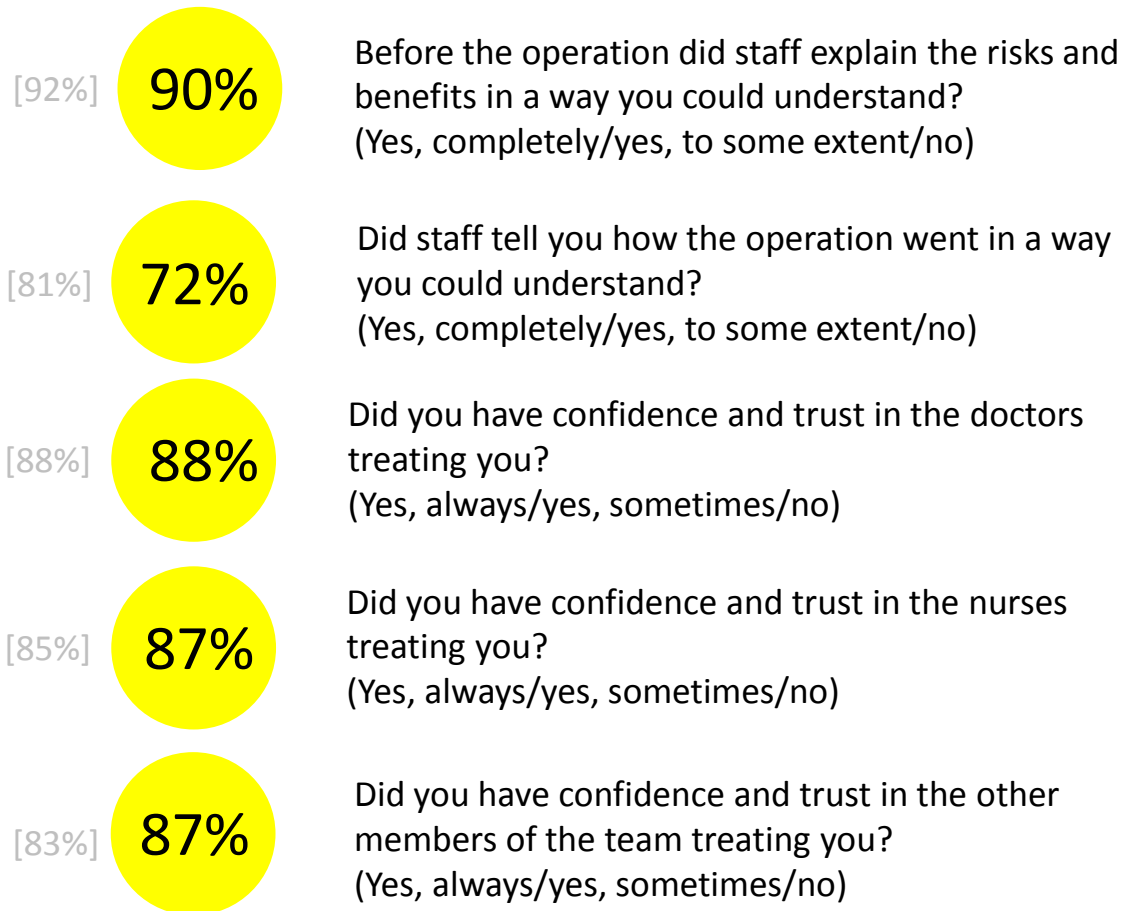
* Excludes N/A

MidCentral DHB




Response rate 49% [49%]

Additional questions

Percentage in highest category*



Comparison with national average

-  Higher
-  About the same
-  Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Nelson Marlborough DHB

Response rate 35% [27%]

Communication

Percentage in highest category*

Rate your experience of communication out of 10

8.3

[8.5]

Comparison with national average

- Higher
- About the same
- Lower

[82%]

83%

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

[70%]

73%

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

[80%]

80%

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

[75%]

81%

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

[73%]

82%

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

[45%]

46%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Nelson Marlborough DHB

Response rate 35% [27%]

Partnership

Percentage in highest category*

Rate your experience of partnership out of 10






[62%]

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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[55%]

50%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Nelson Marlborough DHB

Response rate 35% [27%]




Percentage in highest category*

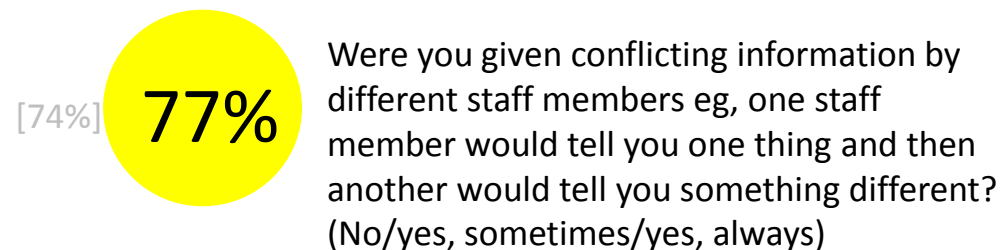
Coordination

Rate your experience of coordination out of 10

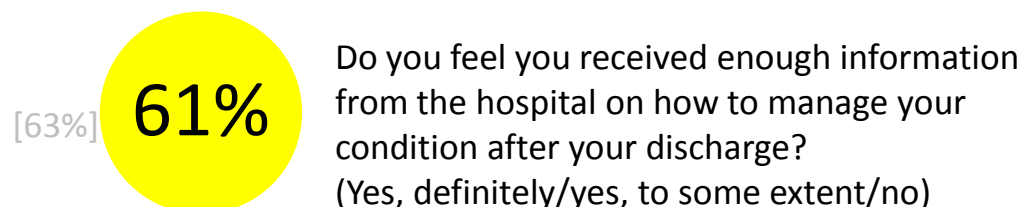


Comparison with national average

-  Higher
-  About the same
-  Lower



Were you given conflicting information by different staff members eg, 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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

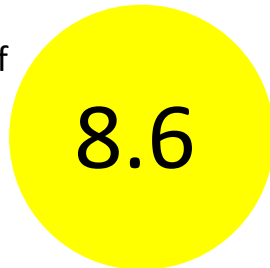
Nelson Marlborough DHB

Response rate 35% [27%]

Percentage in highest category*




Physical and emotional needs

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



[9.0]

Comparison with national average

-  Higher
-  About the same
-  Lower

[81%]

75%

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%]

84%

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

[95%]

92%

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

[92%]

90%

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

[86%]

69%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

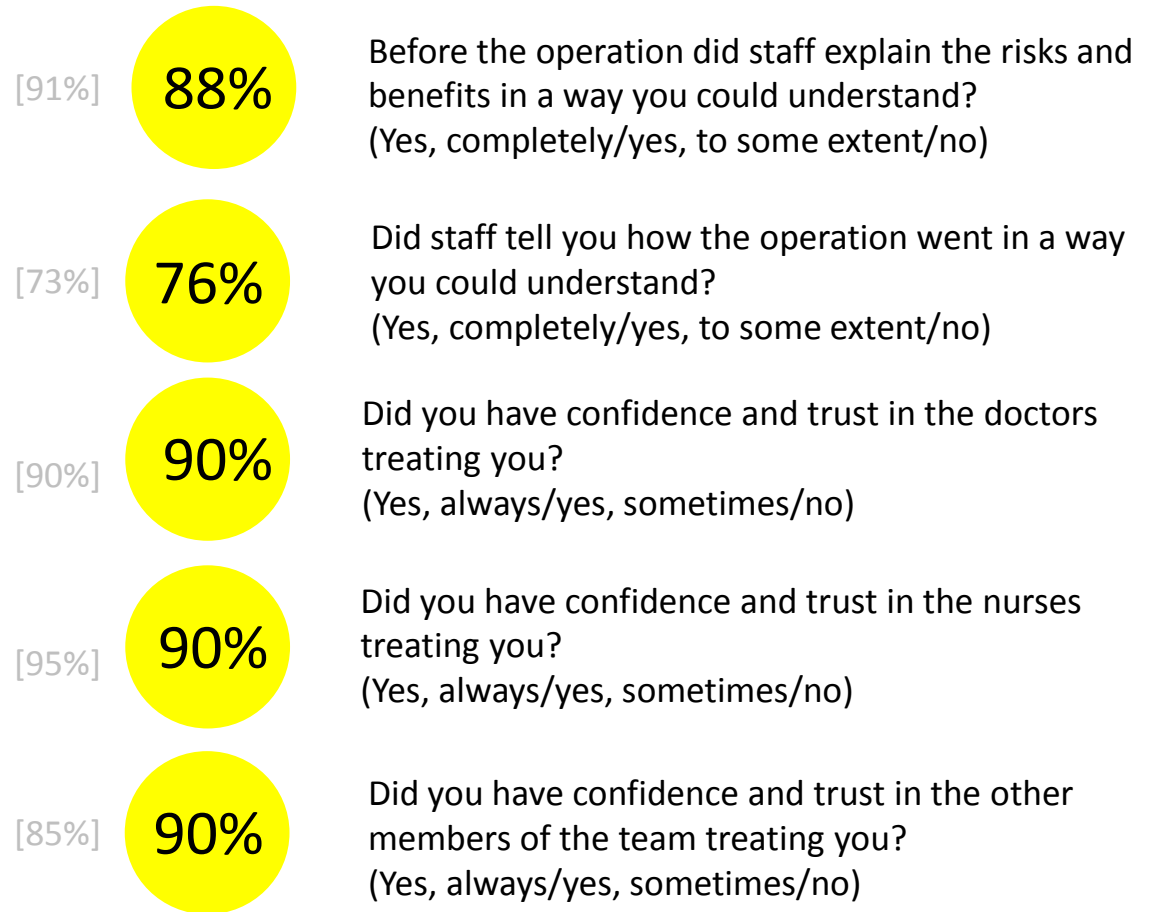
* Excludes N/A

Nelson Marlborough DHB

Response rate 35% [27%]

Percentage in highest category*

Additional questions



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Southern DHB

Response rate 20% [21%]

Communication

Rate your experience of communication out of 10

8.8

[8.2]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[73%]

83%

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

[75%]

80%

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

[82%]

84%

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

[73%]

79%

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

[77%]

91%

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

[50%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Southern DHB

Response rate 20% [21%]

Partnership

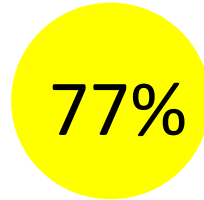
Percentage in highest category*

Rate your experience of partnership out of 10



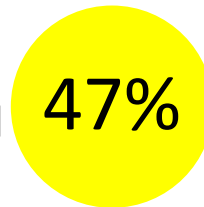
[8.4]

[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)

[55%]



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

Comparison with national average

-  Higher
-  About the same
-  Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Southern DHB

Response rate 20% [21%]

Coordination

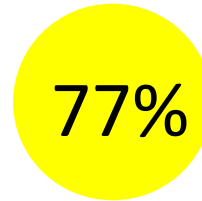
Percentage in highest category*

Rate your experience of coordination out of 10






[8.3]

[63%]



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

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Southern DHB

Response rate 20% [21%]

Physical and emotional needs

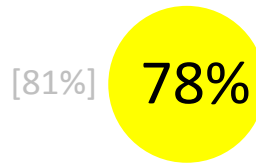
Rate your experience of having physical and emotional needs met out of 10



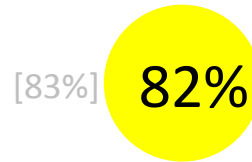
Comparison with national average

- Higher
- About the same
- Lower

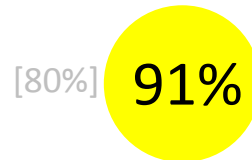
Percentage in highest category*



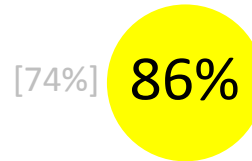
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/yes, sometimes/no)



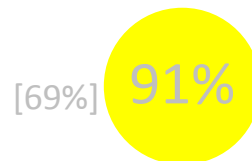
Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely/yes, to some extent/no)



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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

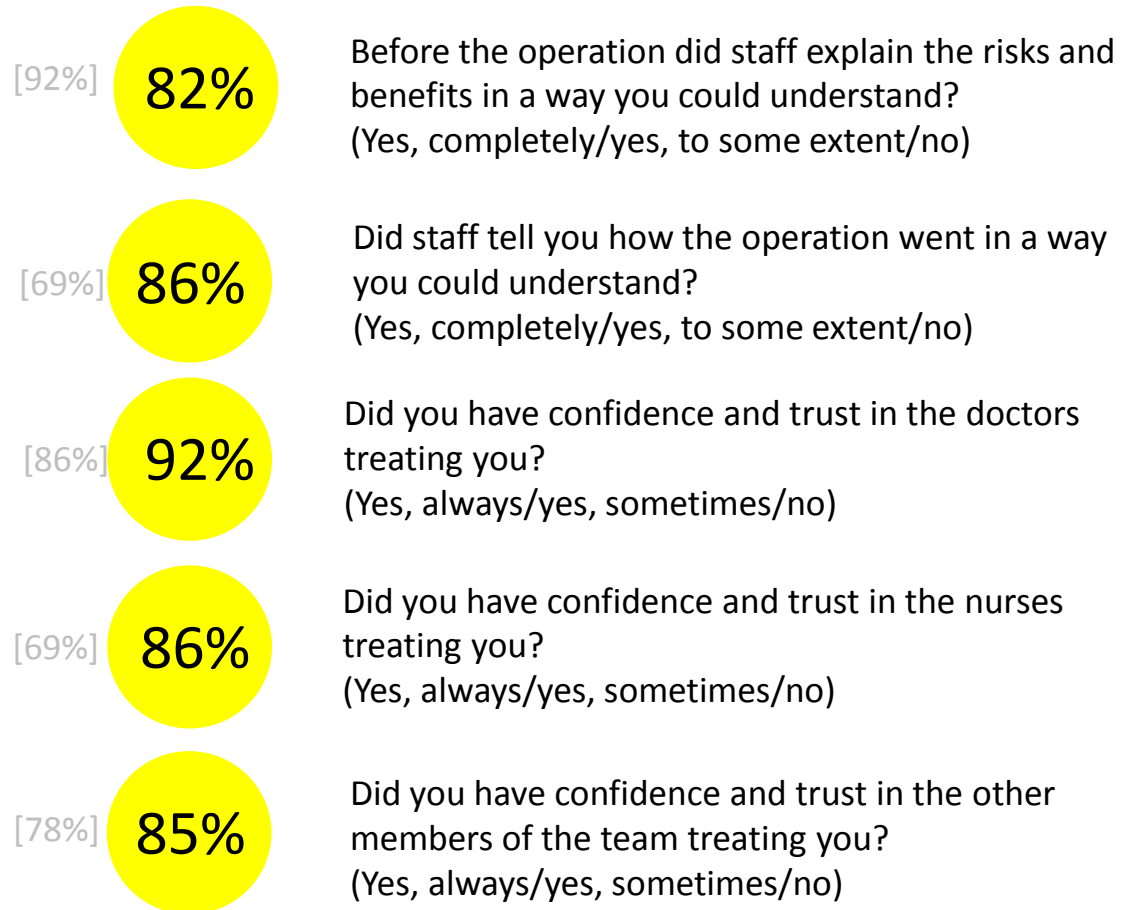
* Excludes N/A

Southern DHB

Response rate 20% [21%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Northland DHB

Response rate 17% [14%]

Communication

Rate your experience of communication out of 10

8.2

[7.8]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[71%]

82%

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

[75%]

78%

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

[78%]

80%

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

[66%]

79%

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

[73%]

80%

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

[48%]

42%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Northland DHB

Response rate 17% [14%]

Partnership

Percentage in highest category*

Rate your experience of partnership out of 10



[67%]

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)

Comparison with national average

- Higher
- About the same
- Lower

[58%]

48%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Northland DHB

Response rate 14 %

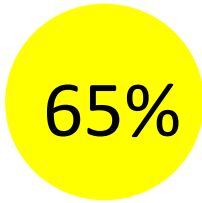
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10

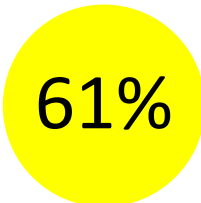


[72%]



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

[52%]



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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Northland DHB

Response rate 17% [14%]

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

Percentage in highest category*

[79%]

82%

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%]

88%

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

[91%]

88%

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

[83%]

85%

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

[70%]

59%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Northland DHB

Response rate 17% [14%]

Additional questions

Percentage in highest category*

[86%]

77%

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

[69%]

76%

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

[81%]

81%

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

[84%]

80%

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

[86%]

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

South Canterbury DHB

Response rate 30% [29%]




Communication

Rate your experience of communication out of 10

8.6

[7.8]

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

[84%]

94%

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

[73%]

88%

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

[87%]

84%

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

[79%]

80%

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

[71%]

86%

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

[40%]

56%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

South Canterbury DHB

Response rate 30% [29%]

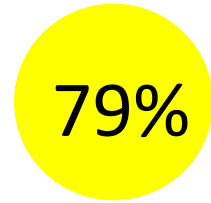
Percentage in highest category*

Partnership

Rate your experience of partnership out of 10






[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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[53%]



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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

South Canterbury DHB

Response rate 30% [29%]

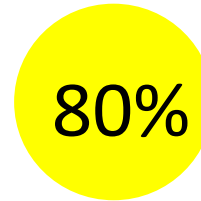
Percentage in highest category*

Coordination

Rate your experience of coordination out of 10






[54%]

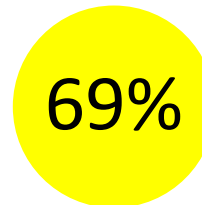


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

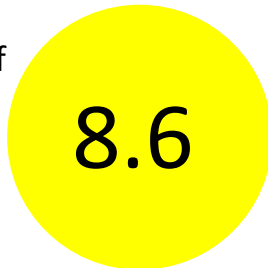
South Canterbury DHB

Response rate 30% [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%]

83%

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%]

82%

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

[76%]

92%

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

[80%]

92%

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

[67%]

100%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

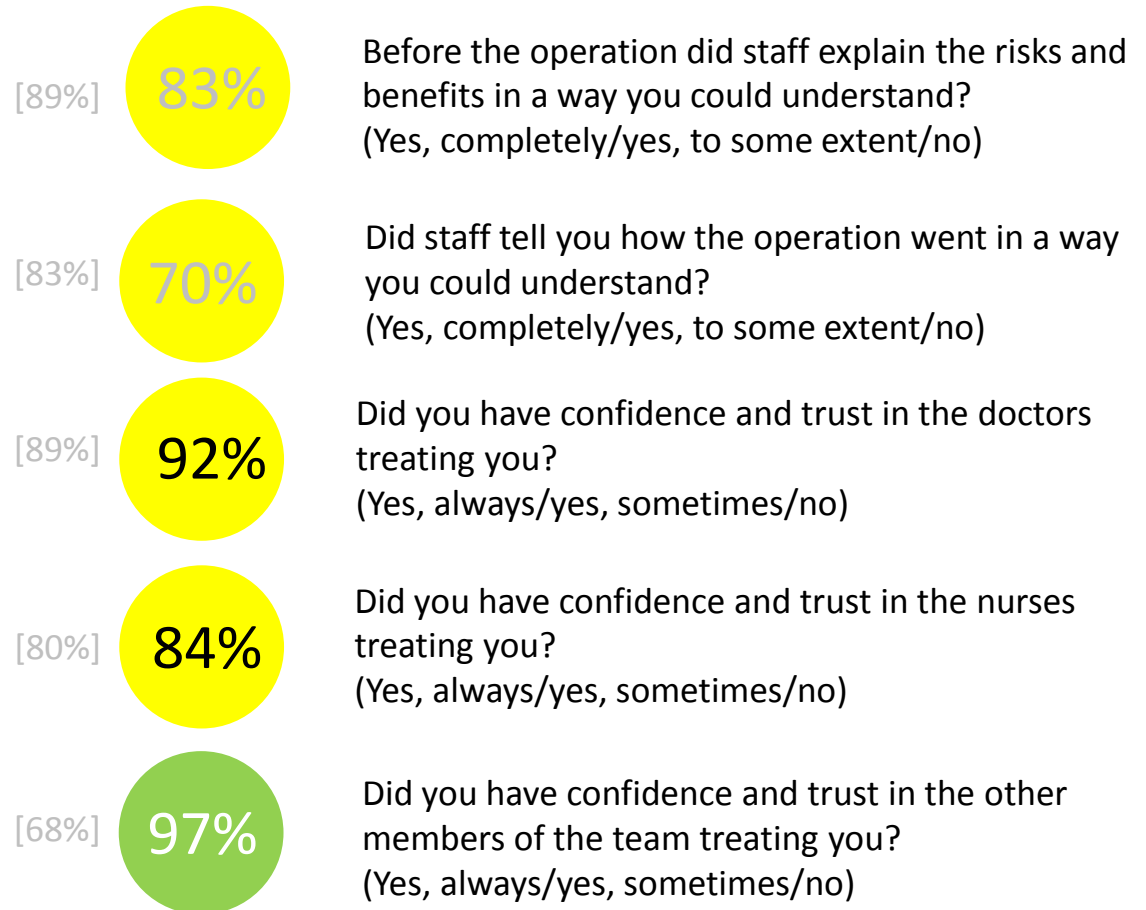
* Excludes N/A

South Canterbury DHB

Response rate 30% [29%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Taranaki DHB

Response rate 28% [28%]




Communication

Rate your experience of communication out of 10

8.4

[8.2]

Comparison with national average

-  Higher
-  About the same
-  Lower

Percentage in highest category*

[71%]

70%

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

[67%]

70%

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

[71%]

75%

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

[85%]

73%

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

[87%]

71%

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

[57%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Taranaki DHB

Response rate 28% [28%]

Partnership

Percentage in highest category*

[61%]

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)

Rate your experience of partnership out of 10

8.7

[8.6]

Comparison with national average

- Higher
- About the same
- Lower

[52%]

60%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Taranaki DHB

Response rate 28% [28%]

Coordination

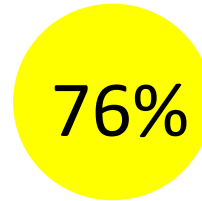
Percentage in highest category*

Rate your experience of coordination out of 10






[8.2]

[74%]

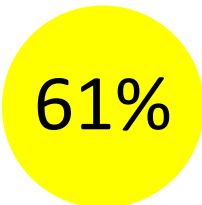


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Taranaki DHB

Response rate 28% [28%]

Percentage in highest category*

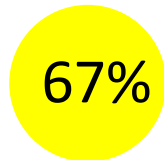
Physical and emotional needs

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



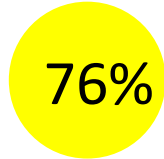
- Comparison with national average
- Higher
 - About the same
 - Lower

[89%]



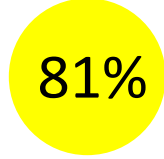
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/yes, sometimes/no)

[79%]



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

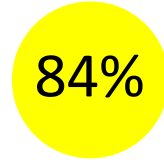
[88%]



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

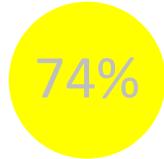
[8.4]

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Taranaki DHB

Response rate 28% [28%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waikato DHB

Response rate 31% [14%]

Communication




Percentage in highest category*

Rate your experience of communication out of 10

8.3

[8.3]

Comparison with national average

-  Higher
-  About the same
-  Lower

[62%]

75%

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

[68%]

70%

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

[81%]

76%

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

[78%]

71%

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

[711%]

74%

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

[39%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waikato DHB

Response rate 31% [14%]

Partnership

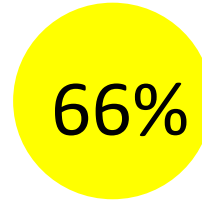
Percentage in highest category*

Rate your experience of partnership out of 10






[7.9]

[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)

Comparison with national average

-  Higher
-  About the same
-  Lower

[55%]



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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waikato DHB

Response rate 31% [14%]

Coordination

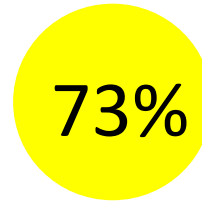
Percentage in highest category*

Rate your experience of coordination out of 10






[8.1]

[66%]

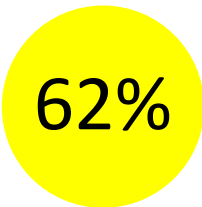


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waikato DHB




Response rate 31% [14%]

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

Percentage in highest category*

[76%]

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)

[76%]

80%

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

[87%]

81%

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

[8.4]

[82%]

80%

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

[86%]

80%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

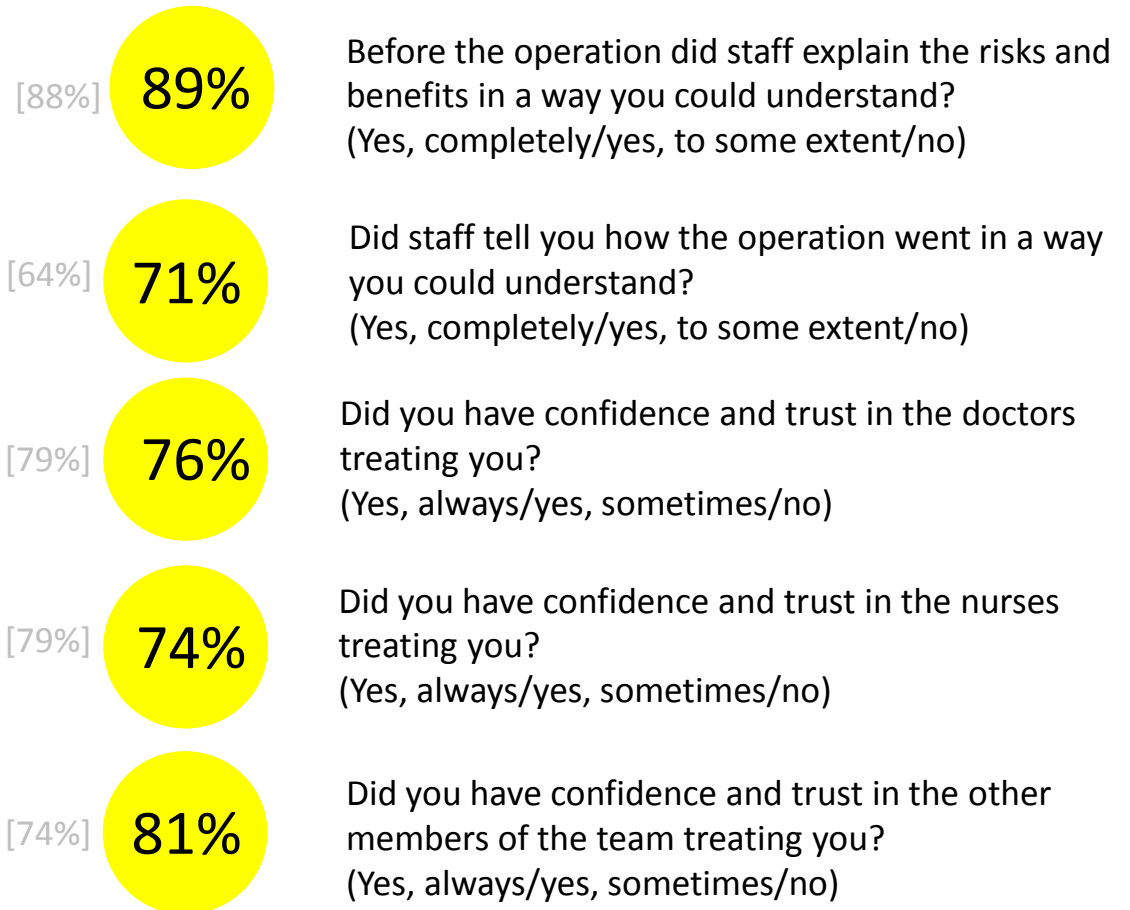
* Excludes N/A

Waikato DHB

Response rate 31% [14%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Wairarapa DHB

Response rate 41% [40%]

Communication

Rate your experience of communication out of 10

8.5

[8.4]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[76%]

82%

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

[62%]

77%

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

[81%]

87%

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

[73%]

82%

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

[86%]

80%

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

[53%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Wairarapa DHB

Response rate 41% [40%]

Partnership

Percentage in highest category*

[67%]

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)


Rate your experience of partnership out of 10

8.7

[8.5]

Comparison with national average

 Higher

 About the same

 Lower

[53%]

54%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Wairarapa DHB

Response rate 41% [40%]

Coordination

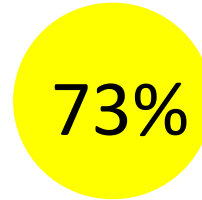
Percentage in highest category*

Rate your experience of coordination out of 10






[8.5]

[67%]

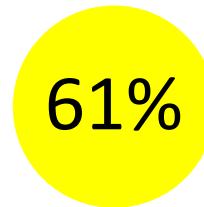


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

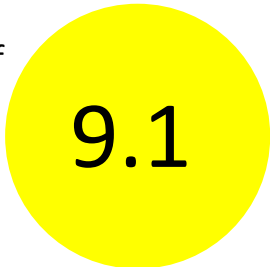
* Excludes N/A

Wairarapa DHB

Response rate 41% [40%]

Physical and emotional needs

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



[8.7]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[72%]

85%

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%]

85%

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

[90%]

95%

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

[90%]

91%

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

[92%]

100%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

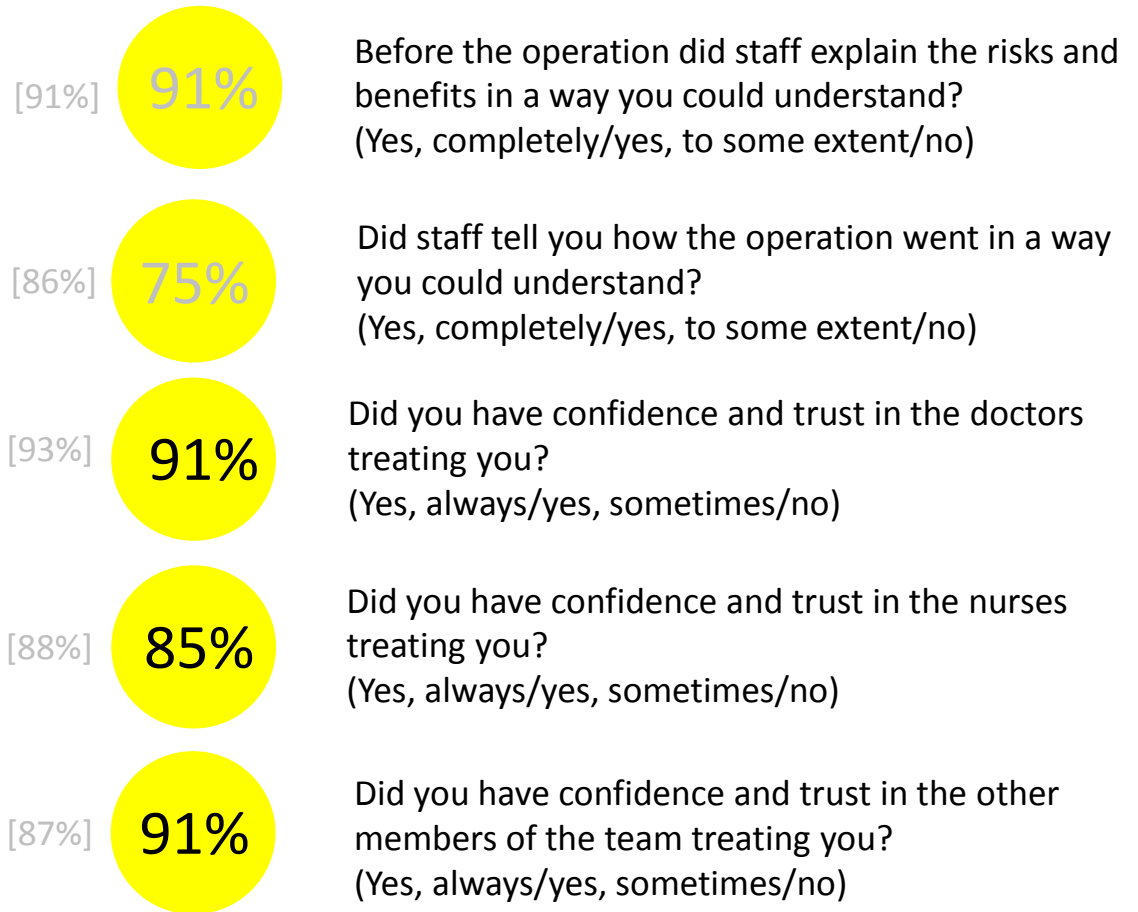
* Excludes N/A

Wairarapa DHB

Response rate 41% [40%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waitemata DHB

Response rate 43% [17%]

Communication

Rate your experience of communication out of 10

7.7

[7.5]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[75%]

72%

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

[58%]

68%

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

[71%]

72%

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

[75%]

67%

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

[74%]

74%

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

[38%]

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waitemata DHB

Response rate 43% [17%]

Partnership

Percentage in highest category*

[60%]

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)

Rate your experience of partnership out of 10

8.0

[7.5]

Comparison with national average

- Higher
- About the same
- Lower

[41%]

41%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waitemata DHB

Response rate 43% [17%]

Coordination

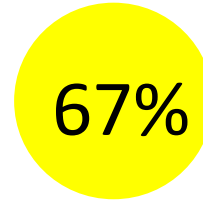
Percentage in highest category*

Rate your experience of coordination out of 10






[7.5]

[71%]



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

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

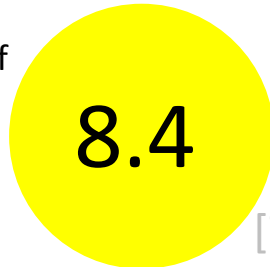
Waitemata DHB

Response rate 43% [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%]

71%

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)

[76%]

70%

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

[85%]

82%

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

[82%]

78%

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

[67%]

79%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Waitemata DHB

Response rate 43% [17%]

Additional questions

Percentage in highest category*

[74%]

83%

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

[56%]

74%

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

[77%]

80%

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

[81%]

78%




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

[76%]

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Whanganui DHB

Response rate 25% [30%]

Communication

Rate your experience of communication out of 10

8.4

[8.3]

Comparison with national average

- Higher
- About the same
- Lower

Percentage in highest category*

[64%]

77%

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

[61%]

70%

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

[72%]

70%

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

[84%]

77%

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

[79%]

62%

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

[38%]

46%

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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Whanganui DHB

Response rate 25% [30%]

Partnership

Percentage in highest category*

[67%]

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)

Rate your experience of partnership out of 10

8.6

[8.5]

Comparison with national average

- Higher
- About the same
- Lower

[63%]

60%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Whanganui DHB

Response rate 25% [30%]

Coordination

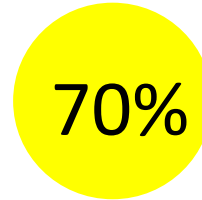
Percentage in highest category*

Rate your experience of coordination out of 10






[8.9]

[75%]

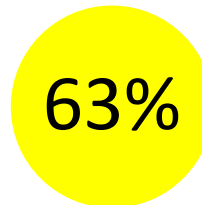


Were you given conflicting information by different staff members eg, one staff member would tell you one thing and then another would tell you something different? (No/yes, sometimes/yes, always)

Comparison with national average

-  Higher
-  About the same
-  Lower

[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)

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Whanganui DHB

Response rate 25% [30%]

Percentage in highest category*

Physical and emotional needs

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



[9.3]

Comparison with national average

- Higher
- About the same
- Lower

[79%]

70%

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)

[78%]

88%

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

[95%]

91%

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

[72%]

91%

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

[80%]

67%

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

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

* Excludes N/A

Whanganui DHB

Response rate 25% [30%]

Additional questions

Percentage in highest category*



Comparison with national average

- Higher
- About the same
- Lower

Grey text in current figures indicates fewer than 30 responses
August 2014 figures in parenthesis

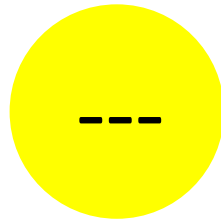
* Excludes N/A

Tairawhiti DHB




Response rate 9% [9%]

Communication

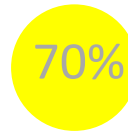
Rate your experience of communication out of 10



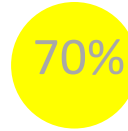
Comparison with national average

-  Higher
-  About the same
-  Lower

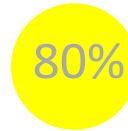
Percentage in highest category*



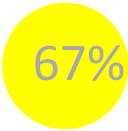
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)



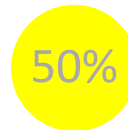
Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)



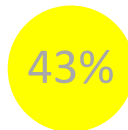
Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)



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

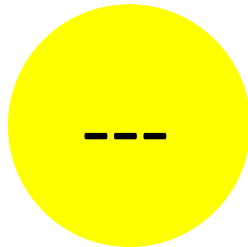
Tairawhiti DHB

Response rate 9% [9%]




Partnership

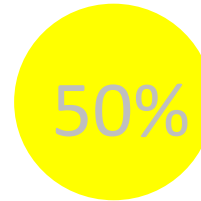
Percentage in highest category*

Rate your experience of partnership out of 10

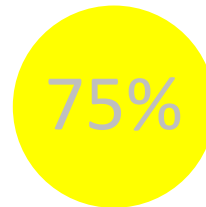


Comparison with national average

-  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/whānau 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

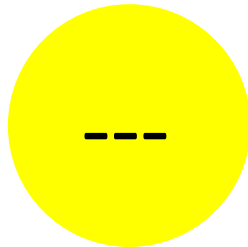
Tairawhiti DHB

Response rate 9% [9%]




Coordination

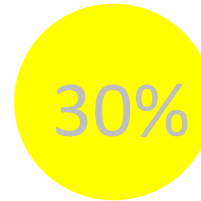
Percentage in highest category*

Rate your experience of coordination out of 10

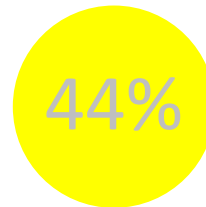


Comparison with national average

-  Higher
-  About the same
-  Lower



Were you given conflicting information by different staff members eg, 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

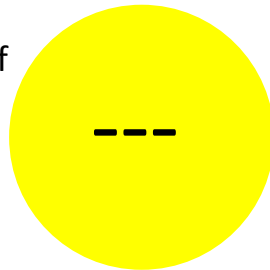
Tairawhiti DHB

Response rate 9% [9%]




Percentage in highest category*

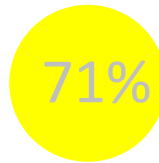
Physical and emotional needs

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

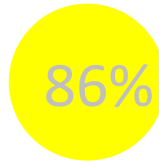


Comparison with national average

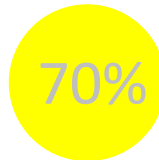
-  Higher
-  About the same
-  Lower



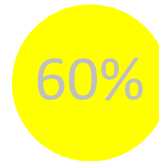
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/yes, sometimes/no)



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

Tairawhiti DHB

Response rate 9% [9%]

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)

60%

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

70%

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




38%

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

67%

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

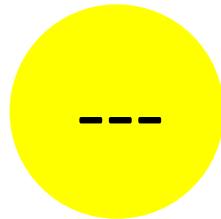
* Excludes N/A. Grey text indicates fewer than 30 responses

West Coast DHB




Response rate 14% [11%]

Communication

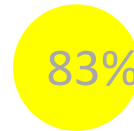
Rate your experience of communication out of 10



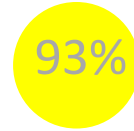
Comparison with national average

-  Higher
-  About the same
-  Lower

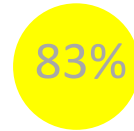
Percentage in highest category*



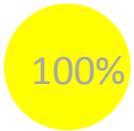
When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always/yes, sometimes/no)



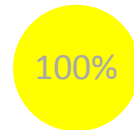
Was your condition explained to you in a way that you could understand? (Yes, completely/yes, to some extent/no)



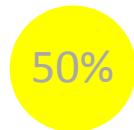
Did you feel doctors listened to what you had to say? (Yes, always/yes, sometimes/no)



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

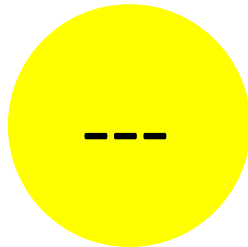
West Coast DHB

Response rate 14% [11%




Partnership

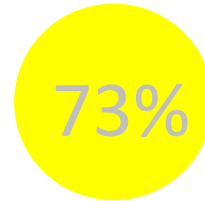
Percentage in highest category*

Rate your experience of partnership out of 10

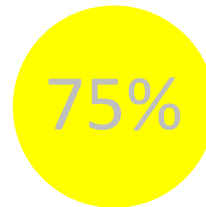


Comparison with national average

-  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/whānau 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

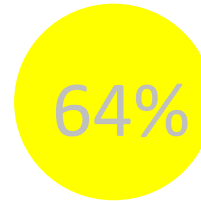
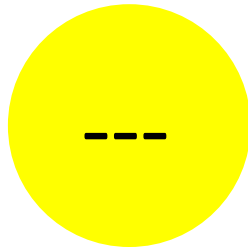
West Coast DHB

Response rate 14% [11%]

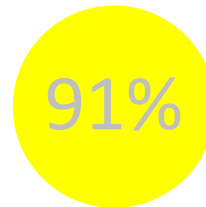
Coordination

Percentage in highest category*

Rate your experience of coordination out of 10






Were you given conflicting information by different staff members eg, 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

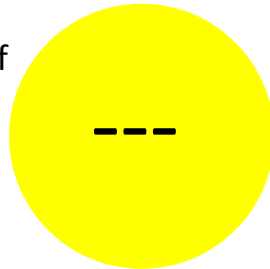
Wes Coast DHB

Response rate 14% [11%]




Percentage in highest category*

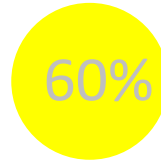
Physical and emotional needs

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

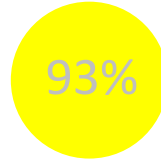


Comparison with national average

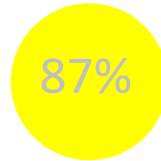
-  Higher
-  About the same
-  Lower



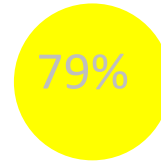
If you needed help from the staff getting to the toilet or using a bedpan, did you get it in time?
(Yes, always/yes, sometimes/no)



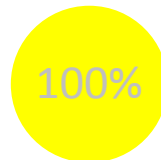
Do you think the hospital staff did everything they could to help control your pain?
(Yes, definitely/yes, to some extent/no)



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)

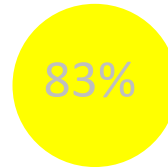
* Excludes N/A. Grey text indicates fewer than 30 responses

West Coast DHB

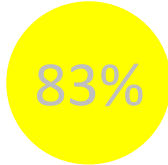
Response rate 14% [11%]

Percentage in highest category*

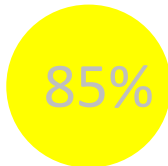
Additional questions



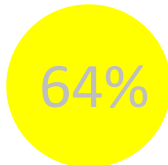
Before the operation did staff explain the risks and benefits in a way you could understand?
(Yes, completely/yes, to some extent/no)



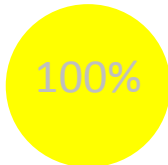
Did staff tell you how the operation went in a way you could understand?
(Yes, completely/yes, to some extent/no)



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