

# PATIENT EXPERIENCE SURVEY REPORT

St Andrew's Hospital – 0065310B



Australian Government  
Department of Veterans' Affairs

Half year results July – December 2019



34 surveys completed in this period



82% M | 18% F | 0% O



32% over 79 yrs  
0% under 40 yrs



97% would recommend hospital



100% reported individual needs met

## SURVEY DOMAINS

Hospital National



### OVERALL SATISFACTION

100%

95%

ACCOMMODATION

88%

80%

DISCHARGE PLANNING

91%

88%

MEDICATION MANAGEMENT

100%

93%

PATIENT CENTRIC

98%

94%

TREATMENT & CARE

100%

94%

## PATIENT EXPERIENCE - AGE AND GENDER

	90+	80-89	70-79	60-69	40-59	<39	MALE	FEMALE	OTHER
2019	100%	100%	100%	100%	-%	-%	100%	100%	-%
2018	-	-	-	-	-	-	-	-	-

## TOP 3 PATIENT COMMENTS - themes

Positive comment about standard of care at hospital - 39%

Positive comment about hospital stay - 39%

Positive comment about hospital staff attitude - 22%



6% reported unexpected harm or distress during stay



100% received pain relief that met their needs

## WHERE WE ARE DOING WELL

16 items were rated 100%

- 1 Overall experience 100%
- 2 How well nursing / other hospital staff listened 100%
- 3 How well nursing / other hospital staff explained things 100%
- 4 How well hospital staff responded to requests 100%
- 5 © My views and concerns were listened to 100%



## AREAS FOR IMPROVEMENT

- 1 Received help with meals if needed 50%
- 2 Received visit from the hospital's Veteran Liaison Officer (VLO), if requested 67%
- 3 Quiet accommodation 73%
- 4 Help was in place when you needed it after your discharge from hospital 83%
- 5 Before leaving, got written information about how to manage condition 88%



# PATIENT EXPERIENCE SURVEY HOSPITAL REPORT

Please note: the numbers quoted on this page are examples only.



Australian Government  
Department of Veterans' Affairs

## Understanding your individual hospital report

The Hospital Report contains information about how DVA patients responded to the Patient Experience Survey (PES) in your hospital and also in DVA contracted private hospitals across Australia.

1

Displays the number of DVA patients who completed the survey for your hospital.

2

Displays the % of male, female and other gender groups who answered the survey for your hospital.

3

Displays a summary of the demographics of respondents by age.

4

Displays the % of DVA patients in your hospital who said they would recommend the hospital to friends and family.

5

Displays the % of patients who indicated that they had their individual needs met at their most recent stay at your hospital.

6

Displays the % of DVA patients in your hospital who rated their overall experience as positive broken down by age and gender groups. The score combines results from multiple questions.

7

Displays the 3 most commonly mentioned themes related to your hospital. Themes are based on the open-ended survey responses provided by DVA patients in the PES.

8

Displays the % positive scores for the 5 highest scoring survey items for your hospital. There were 27 survey items in total.

9

**% hospital satisfaction:** % of patients in your hospital who rated their overall experience as positive. The score combines the results from multiple survey questions.

**% positive scores for 5 key domains (topics).** The score combines the results from multiple survey questions.

10

**% national satisfaction:** % of patients in participating hospitals in Australia who rated their overall experience as positive. The score combines the results from multiple survey questions.

**% positive scores for 5 key survey domains (topics).** The score combines the results from multiple survey questions.

## PATIENT EXPERIENCE SURVEY

[Individual Hospital Name - provider number]  
Please note that the numbers quoted on this page are an example only.



Australian Government  
Department of Veterans' Affairs

Half year results July - Dec 2019

- 1 27 surveys completed in this period
- 2 45% M | 55% F | 1% O
- 3 72% over 79 yrs  
12% under 39 yrs
- 4 82% would recommend hospital
- 5 75% reported individual needs met

SURVEY DOMAINS	Hospital	National
OVERALL SATISFACTION	98%	81%
ACCOMMODATION	97%	82%
DISCHARGE PLANNING	96%	73%
MEDICATION MANAGEMENT	95%	84%
PATIENT CENTRIC	94%	85%
TREATMENT & CARE	93%	86%

## PATIENT EXPERIENCE - AGE AND GENDER

	90+	80-89	70-79	60-69	40-59	<39	MALE	FEMALE	OTHER
2019	87%	80%	70%	60%	49%	39%	86%	86%	86%
2018	86%	81%	71%	61%	59%	49%	96%	56%	56%

## TOP 3 PATIENT COMMENTS - themes

- 7 **FOOD** - negative experience related to food
- REDUCE THE NOISE** - too noisy
- ROOM TOO COLD**
- 11 **57%** reported unexpected harm or distress during stay
- 12 **65%** received pain relief that met their needs

## 8 HERE WE ARE DOING WELL

- 1 Views and concerns were listened to 98%
- 2 Individual needs were met 96%
- 3 Overall satisfaction 96%
- 4 I was kept informed 92%
- 5 I received pain relief that met my needs 90%



## 13 AREAS FOR IMPROVEMENT

- 1 Views and concerns were listened to 77%
- 2 Individual needs were met 78%
- 3 Overall satisfaction 79%
- 4 I was kept informed 80%
- 5 I received pain relief that met my needs 81%

Produced by Australian Survey Research

www.aussurveys.com.au

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Displays the % of patients in your hospital who indicated that they experienced unexpected harm or distress as a result of their treatment or care. The higher the score the more negative the result.

12

Displays the % of patients who indicated that they received pain relief that met their needs while in hospital.

13

Displays the % positive scores for the 5 lowest scoring survey items for your hospital. There were 27 survey items in total.