

TOP THREE

Our inpatients are asked to choose the three things that matter most to their care and treatment.

1. Communication (51%)

Communication is the aspect of our care most patients (51%) say makes a difference to the quality of their care and treatment.

"The staff described [my] condition in words I could understand, in addition to medical terminology." (Rated excellent)

How are we doing on communication?



2. Confidence (44%)

Two in every five patients (44%), say that feeling confident about their care and treatment is one of the top three things that matter to the quality of their care and treatment.

"Everything that everyone said would happen happened in the [time]frame they said it would. They built confidence through demonstrating competence and efficiency..." (Rated excellent)

How are we doing with patients feeling confident about their care and treatment?



3. Consistency (39%)

Nearly four out of every 10 patients (39%) rate getting consistent and coordinated care while in hospital as one of the things that make the most difference.

"I felt like I mattered to the staff and they did everything possible to make my stay in hospital informative and comfortable." (Rated excellent)

How are we doing with consistent and coordinated care?



‘+’ = positive change; ● = no change; ‘-’ = negative change

Support from whānau, family, friends

Enabling support for whānau, family and friends is something we have always rated consistently highly on. In spite of our already high ratings we have also seen some improvement over the last two years, particularly in the Cancer and Blood and Adult Medical directorates.

Nine out of every 10 respondents to our inpatient survey who wanted their whānau, family or friends involved in their care said that whānau, family or friends were "definitely" able to support them and were made to feel welcome.

It's important to note that having support from whānau, family and friends is particularly important to some patients more than others. Our Māori patients, for example, are twice as likely to say this is one of the three things that make the most difference to their care and treatment than other inpatients, and respondents in the Child Health and Women's Health directorates are also significantly more likely to indicate this makes the most difference to their care than respondents from other directorates. These patients are also more likely to rate our performance on this measure 9.2 out of 10, which is slightly higher than the average nine out of 10.

Our Pasifika and Asian respondents, however, are slightly less likely to tell us their support people felt welcome and involved, or that they had an opportunity to speak with their healthcare team.

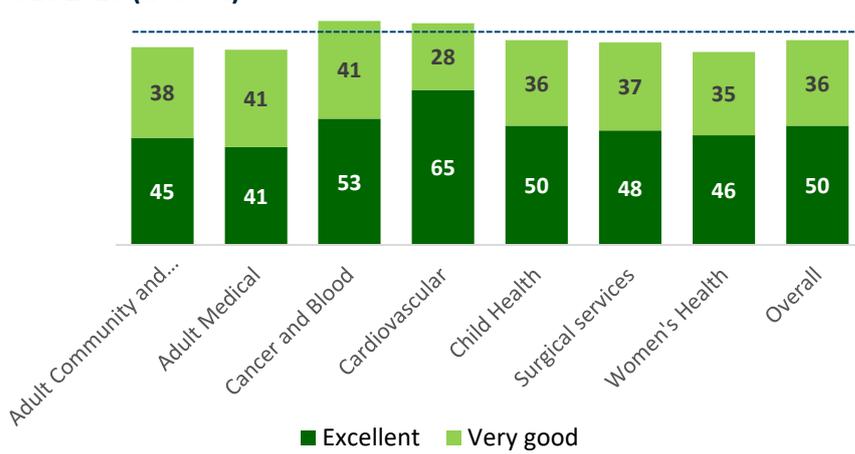
Our Partners in Care Programme currently being developed at Auckland City Hospital aims to build on our culture of inclusion with whānau and family through involvement with care planning, discharge planning, ward rounds and handovers. This programme enables each patient to have the opportunity to nominate and have access to a lead support person 24/7 enhancing their experience.

Margaret Dotchin, Chief Nursing Officer

VERY GOOD AND EXCELLENT RATINGS

"Very good" and "excellent" ratings are reasonably high across all directorates. Although ratings for several directorates are trending upwards, none of these are yet statistically significant.

INPATIENT OVERALL EXPERIENCE OF CARE RATING, AUGUST 2015 TO JULY 2016 (n=5904)



Adult CLT n=136; Adult Medical n=440; Cancer & Blood n=133; Cardiovascular n=418; Child Health n=964; Surgical n=1352; Women's Health n=505. Overall n=3950

FOCUS ON SUPPORT

Enabling support from whānau, family and friends is one of the three things that makes the most difference for one in 10 of our inpatients. Note, however, that the percentage of Māori patients who say this is important is double: 20% say it makes the most difference to their care and treatment.



One in 10 respondents say that allowing whānau, family and friends to support them is one of the three things that makes the most difference to the quality of their care and treatment

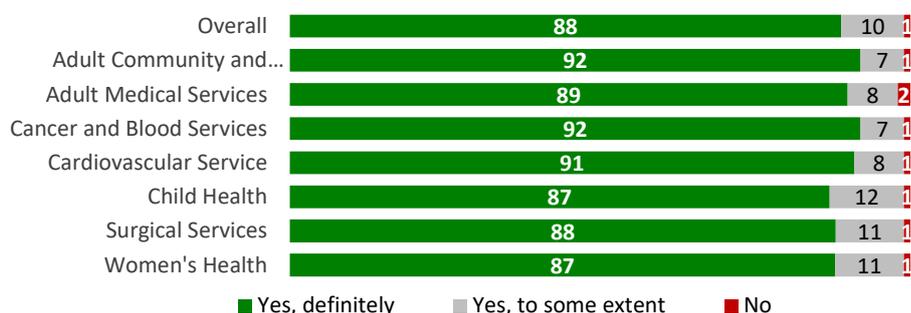
HOW ARE WE DOING?

The following data are from August, 2014 to July 30, 2016. * The comparative data is taken from the previous report on support, in August 2014.

Support people made to feel welcome and involved

Nine out of every 10 respondents who wanted their whānau, family or friends involved in their care said their whānau, family or friends were “definitely” able to support them and were made to feel welcome.

Percentage of patients who say their support people felt welcome & involved



Overall n=6335 Adult Community and Long-term Conditions n=184; Adult Medical Services n=604; Cancer and Blood n=207; Cardiovascular Services n=705; Child Health n=1660; Surgical Services n=1928; Women's Health n=1042

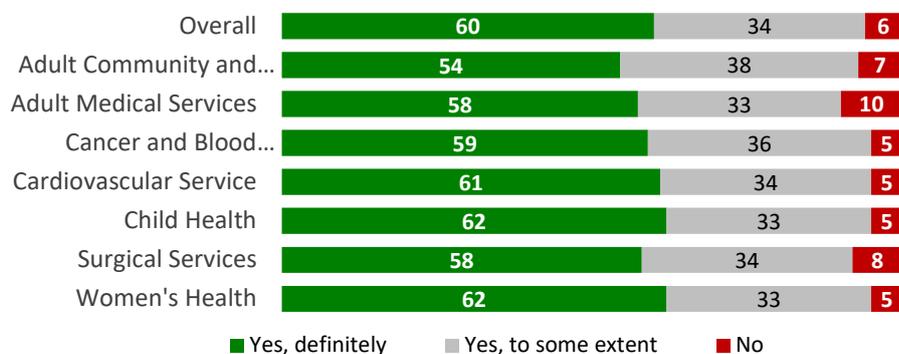


Cancer and Blood and Adult Medical directorates have both had a statistically significant 3-point improvement in ratings since August 2014.

Not all respondents say that they want their family, whānau or friends to speak with their healthcare team. Around one in 5 (23%) say that their whānau, family or friends either did not want or need information, they do not want them to talk to their healthcare team or they do not have any whānau, family or friends involved in their care.

Six out of every 10 respondents say their support people were “definitely” able to talk with their healthcare team, although a minority say they were not able to do so.

Percentage of patients who say their support people had the opportunity to talk with members of their healthcare team



Overall n=4797; Adult Community and Long-term Conditions n=156; Adult Medical Services n=442; Cancer and Blood n=176; Cardiovascular Services n=552; Child Health n=1244; Surgical Services n=1380; Women's Health n=846



Whilst there has been a two-percentage point improvement on this overall measure, the results are not statistically significant

*note numbers were too low for comparison the 12-month period from August 2015

AVERAGE RATINGS ON ENABLING SUPPORT, BY DEMOGRAPHIC & DIRECTORATE

(AUGUST 2014 TO JULY 2016, n=656)

These ratings are from patients who tell us that enabling support from whānau, family and friends is one of the three things that make the most difference to their care.

Note that directorate and age data with less than 100 respondents have been excluded.

AVERAGE RATING

Overall: 9.0

AVERAGE RATING BY GENDER

Female: 9.0

Male: 9.0

AVERAGE RATING BY ETHNICITY

NZ European: 9.1

Māori: 9.2

Pasifika: 8.6

Asian: 8.9

Other: 9.1

AVERAGE RATING BY AGE

17 and under: 9.0

25 – 44: 9.1

45 – 64: 8.9

AVERAGE RATING BY DIRECTORATE

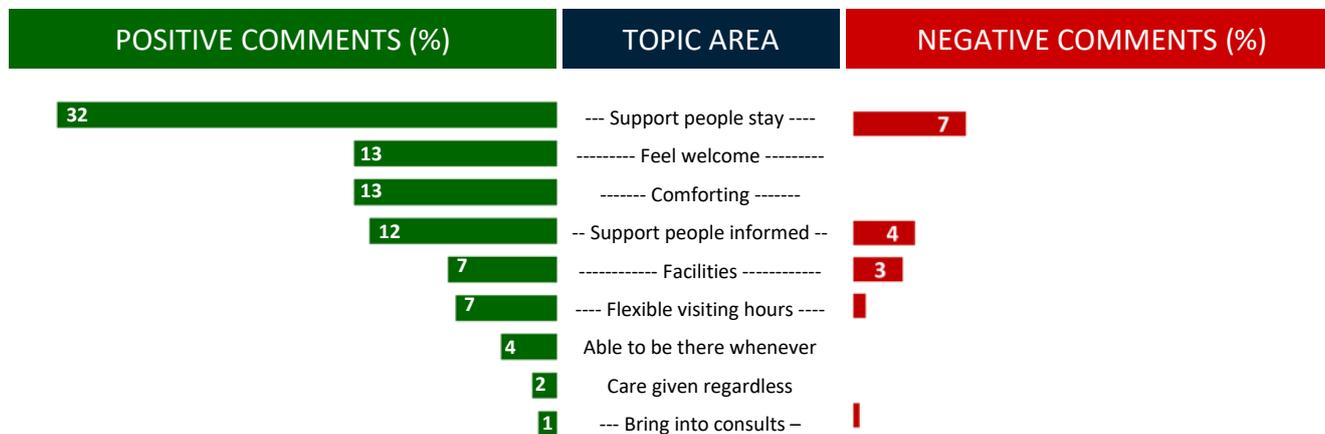
Children's Health: 9.2

Surgical Services: 8.8

Women's Health: 9.2

A CLOSER LOOK AT PATIENT COMMENTS

A total of 293 patients commented on support from family, whānau and friends. It should be noted that these data differ from usual in three important respects. First, comments about whānau, friends and family support were overwhelmingly positive (84.7%), and only a small minority (18%, or 45 respondents) commented negatively. Second, nearly one-third of patients have commented on just one specific area; that is, that support people could stay with patients, either overnight or when they visited theatre or during consultations. Third, there were no negative comments for some topic areas, hence the slightly different layout for this report.



PATIENT COMMENTS

SUPPORT PEOPLE ALLOWED TO STAY (OVERNIGHT, THEATRE) (32%)

A number of respondents, especially parents of young children, said how important it was for support people to be able to stay overnight. This helped to relieve anxiety – of both the patient and the support person – and was both helpful and comforting.

Having dad spend the night with our young son was good for both our whanau and our son. Our son wasn't scared and the whanau didn't have to worry.

We were so glad that I was able to stay at Ronald McDonald house and my wife could stay on ward with daughter it was so good to just walk up and spend all day with her till she went to sleep.

The fact that my husband was able to stay with me in my room for the three nights that I was there for the birth of our baby put me at ease and meant I felt supported at all times. I really appreciated that the mattress was already in the post-natal room ready for him

Support people appreciated being able to be in the operating room area, especially with young children.

Access into operating theatre for the mum, was great assurance for our son.

Flexibility with regards to how many people can stay with a patient was appreciated.

We were told that only one person could stay overnight but her twin and younger sibling were with us. The staff made a bed up for her sisters to stay as well. It was particularly important to (our child) that her twin stay with her. [Because of their circumstances] it means a lot to them that they can make choices regarding who stays with them when they are upset or ill.

SUPPORT PEOPLE NOT ALLOWED TO STAY / ONLY ONE SUPPORT PERSON ALLOWED (7%)

Some respondents talked about how their support people were not allowed to stay.

I would have liked it if my wife was allowed to stay with me over night post operation. We had asked but were told because we were in a shared room it was against hospital policy.

Sometimes... they were not allowed to stay at night with you when you needed them the most.

A small minority would have liked to have had their whānau stay together or to have had more than one support person stay.

I have [newborn] twins & I couldn't have the twins on the ward as the room didn't accommodate that. Also my husband and I both couldn't stay with our baby so our family was split up and our child passed around as the hospital couldn't accommodate our whanau.

I had my 2yr old there, but the nurse only allow one of us which I did not like, she was crying for both the parents.

PATIENT COMMENTS (cont...)

SUPPORT PEOPLE MADE TO FEEL WELCOME, CARED FOR AND RESPECTED (13%)

Respondents greatly appreciated how welcoming staff were to their support people. Many said their support people were *always* made to feel welcome. Some said this made a big difference to how they felt about their stay in hospital.

My whanau was always treated with respect which made my stay better.

Starship was amazing with allowing my family to support me. They welcomed them and let us spend time with them

During our stay all members of the family were welcome and staff went beyond their duty to make everyone feel comfortable.

Some respondents said that staff went to an effort to make their support people comfortable, and were willing to accommodate large families or whānau where necessary.

The nurses and doctors were very comfortable and willing to have my whanau around. They also were very good at communicating with my family when I was in the HDU

My family (it's big) brought me meals most nights and we were able to use the kitchen in the ward and the whanau rooms to share meals if we wanted. I only once felt that we were not accommodated but that was when there were more than 6 visitors at once and it was nearing the end of visiting hours

HAVING SUPPORT PEOPLE THERE IS COMFORTING (13%)

Family support helped respondents feel comfortable, safe and supported.

Family support makes me feel very comfortable and worry less and strong especially in the hospital.

My family came and waited with me providing moral support before I went into surgery. This was important for me.

Support people being there to help with practical needs also helped.

My friends and my partner were always by my side helping me out during my stay at the hospital. It was nice to have them near me - they brought me food, care and attention and I am sure it has helped me feel more comfortable while in hospital.

SUPPORT PEOPLE SPOKEN WITH, KEPT INFORMED, INVOLVED, LISTENED TO (12%)

Respondents said that having their support people with them through tests and procedures was a big help, particularly around communication or remembering details.

My partner was able to accompany me to every appointment in the lead up to surgery and was with me until I walked into the surgery room. He was invited to sit with me whilst having MRI and other tests and was also included in all the discussions about my care and treatment.

I am profoundly deaf, so can miss a lot of what is being said... having a family member with me when Doctors made their rounds was extremely important to me so that I could go over later what had been said.

SUPPORT PEOPLE NOT INFORMED / IGNORED (4%)

Some respondents said that their support people were not well informed, or that they felt 'ignored' or 'brushed off'.

My husband was told that I would be 30 minutes in surgery. I did not get back to the ward for 5 hours, and I understand that my surgery took 3 1/2 hours. When my husband asked the nursing staff at the ward to find out where I was, they brushed him off and said I would be back sometime soon. He was extremely agitated and upset by this.

Although practical help from support people was needed by only a small minority of respondents, it was important to them that they got this help.

I don't have good English so I wish family or friend can be around when doc is around to explain to me.

EXCELLENT FACILITIES (7%)

Some respondents commented on the excellent facilities available for support people, such as mattresses, chairs, tea and coffee. Several said that having room for support people to stay was much appreciated.

Having our own room made a huge difference to feeling comfortable in having family come in each day. Staff were never worried about how many people were in the room and they were always considerate of the timing of their visits. Whilst other patients had a lot of visitors also it seemed to work really well and everyone respected each other's space and needs.

POOR FACILITIES (3%)

A small number of respondents felt the facilities were below par e.g. the lack of tea or coffee. In some cases, support people could stay, but respondents felt they could have been better catered for.

I know there is limited space for visitors in a shared room, maybe having chairs available for visitors to collect and put back at the end of their visit would be helpful as I only had one chair in my space.

While my caregiver was permitted to stay with me overnight, there was no bed (although a Lazyboy was given with blankets) and my caregiver was not given meals.