

## The purpose of the NSW Patient Survey Program is to:

- Understand patients' healthcare experiences.
- Identify and report on the strengths and weaknesses of healthcare provided.
- Provide information on how hospitals and health facilities are performing.
- Enable health services to identify strengths and opportunities for improvement.
- Allow hospitals to compare with other like hospitals, encouraging shared learning.

## About the Bureau of Health Information

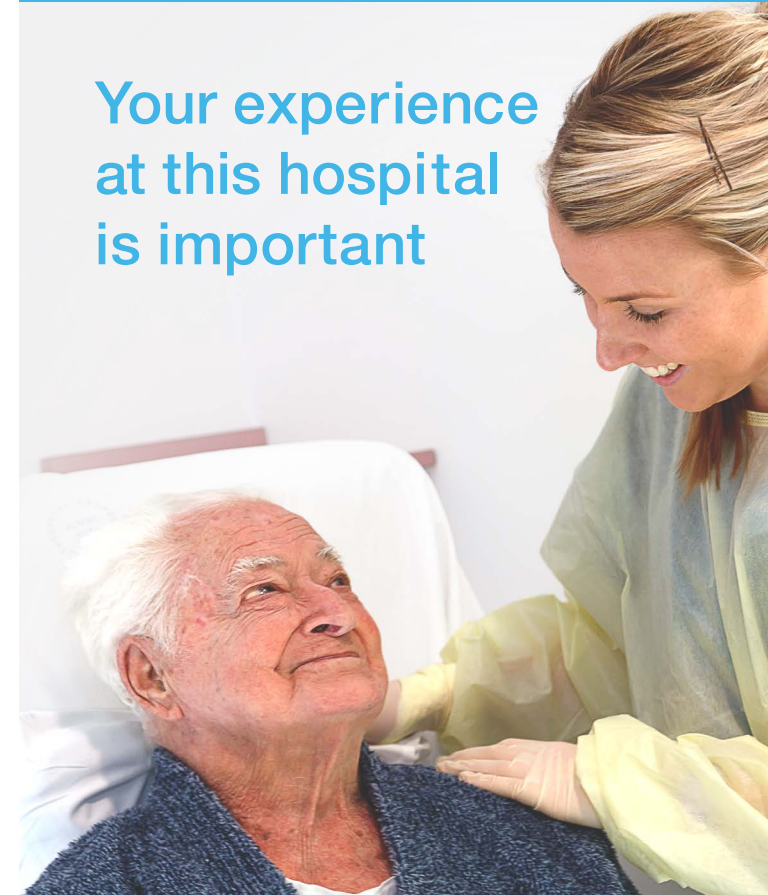
The Bureau of Health Information is an independent, board-governed organisation, established by the NSW Government to excel in the delivery of timely, accurate and comparable information on the performance of the NSW public health system.

We deliver impartial information for the community, healthcare professionals, hospital managers and government to improve patient care and health system performance.

Our reports include information about safety, quality, effectiveness, efficiency, cost and responsiveness of the system to the health needs of the people of NSW.

## NSW Patient Survey Program

Your experience at this hospital is important



The Bureau of Health Information is surveying NSW patients.

If you are sent a letter, we would appreciate you completing the survey questions.

We want to know how you rate the care you received.



Telephone: 02 8644 2100

Fax: 02 8644 2119

Email: [PatientSurvey@bhi.nsw.gov.au](mailto:PatientSurvey@bhi.nsw.gov.au)

Web: [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)





## About the NSW Patient Survey Program

The Bureau of Health Information, and its partner Ipsos Social Research Institute, is conducting patient surveys on behalf of the NSW Ministry of Health and NSW public hospitals.

Surveys will be sent to around 250,000 people over 2013-2014, asking patients about their experience with the NSW public health system.

The survey includes questions about access to care, food, healthcare practitioners and pain management.

The survey results will show hospitals, healthcare facilities and policy makers where they can make improvements and provide better health services for patients.

The survey results will be available for people to compare the performance of hospitals across NSW and provide valuable information about the healthcare system.

### If you are sent a letter

Participating in the survey is voluntary. Your answers and opinions will help us understand how patients feel about the care they receive.

Completing the survey takes about 15-20 minutes. You can complete it online, or fill out the form and post your responses using the addressed envelope included.

Assistance is available from the Health Care Interpreter Service and the Patient Survey Helpline.

### Is the survey confidential and anonymous?

Your privacy is protected by legislation. All survey responses will be treated in the strictest confidence and no identifying information will be given to NSW Health, the hospital or health service you attended, your doctor or other health provider.

For the survey, names are selected randomly from a list of people who have recently received care in the NSW health system.

### What happens to the information I provide?

The Bureau of Health Information will report the NSW Patient Survey results from early 2014. The regular reports will be available for the public, NSW Health and healthcare professionals.

The reports will provide insight into patient experiences, identifying strengths and opportunities for improvement.

### I want to do the survey, how can I participate?

The NSW Patient Survey is sent to a random selection of patients, this is to ensure a wide representation of people across NSW.

Unfortunately, we can not accept surveys from people outside the selected sample.

If you are not sent a survey but would like to provide feedback about your hospital or healthcare organisation, please contact them directly.

### Where can I find more information?

More information about the NSW Patient Survey Program can be found at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).

You can also subscribe to receive email updates, read frequently asked questions and view sample surveys.

## Schedule of NSW Patient Survey Program

During 2013 and 2014, the Bureau of Health Information will survey the following NSW patient groups to report on their experiences of care:



**Adults admitted to hospital June 2013**



**People attending emergency departments August 2013**



**Children and young people admitted to hospital February 2014**



**People attending outpatient clinics 2014**

Upcoming surveys for 2014 will include Community Health, Maternity and small (rural) facilities.