

Overview

The Bureau of Health Information's Emergency Department Patient Survey asks for feedback from people who have recently visited a public hospital emergency department in NSW. Each year the Bureau of Health Information send surveys to approximately 80,000 people about three months after their visit. This is an ongoing survey that is sent out monthly.

Of 1963 surveys sent to families who have attended Sydney Children's Hospital, Randwick Emergency Department between April 2014 to March 2015, 574 surveys were returned.

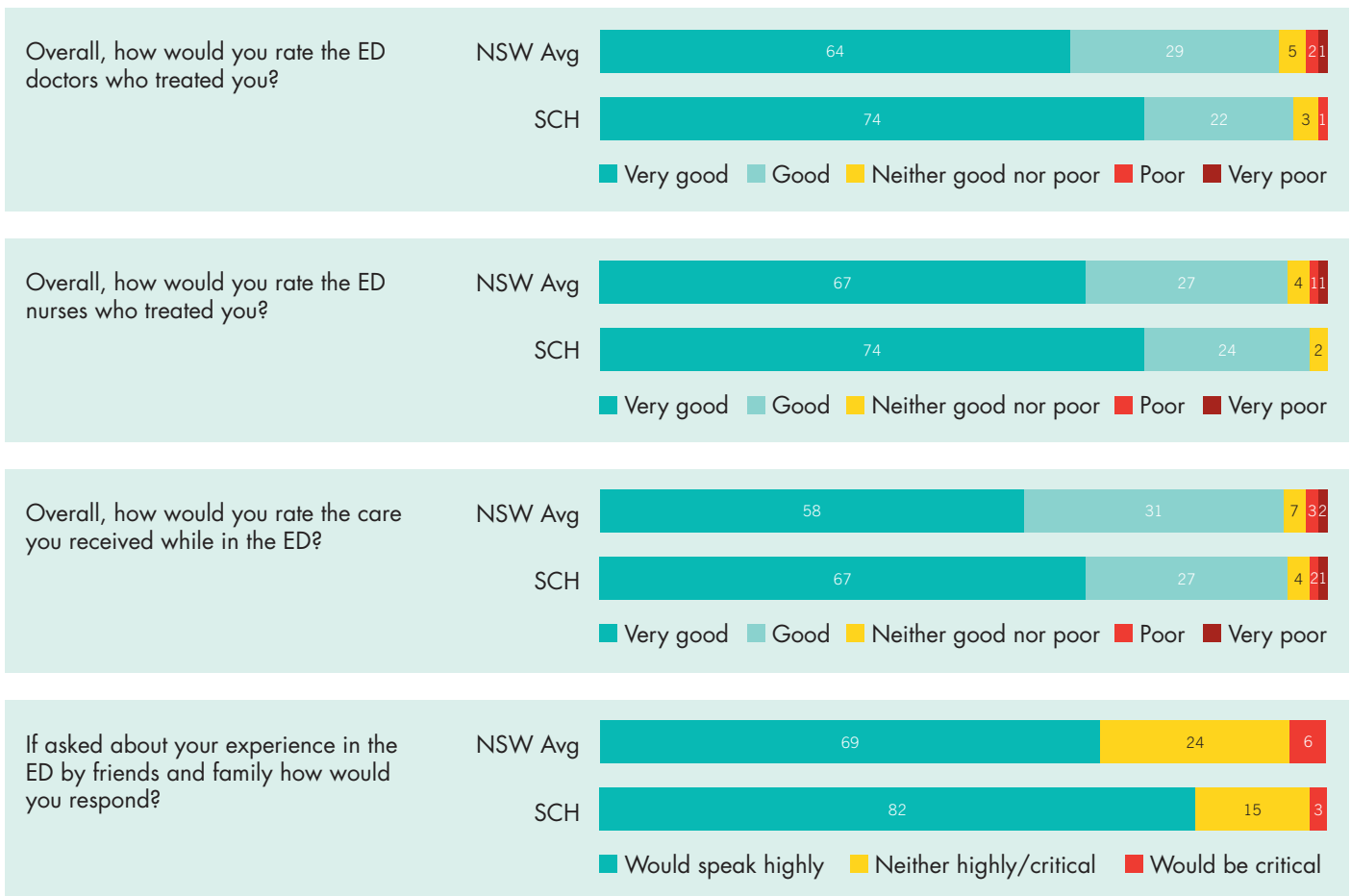
During April 2014 - March 2015

18,000+ people completed a survey
6,000+ surveys mailed out each month
27% adjusted response rate

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Overall Patient Experience



Overall Findings

The survey consisted of 75 different questions broken down into 17 major groups. Of these 75 questions, Sydney Children's Hospital, Randwick had performed at the top 2.5% of all NSW Emergency Departments on 32 questions (43%), performed within average range of NSW Emergency Departments in 30 questions (40%), performed below 2.5% of NSW Emergency Departments in 5 questions (7%) and had 8 questions (10%) which either did not have enough response rate for analysis or was irrelevant to Sydney Children's Hospital, Randwick Emergency Department.

SCH performance against NSW ED (based on 74 questions included in review)



Best and worst performing areas for Sydney Children's Hospital, Randwick



Performing well



Improvement in progress

Category	Question	Performance Status	Data																							
Access and timeliness	After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse? (Triage category 3 patients)	Performing well	<table border="1"> <tr> <th>Time</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Within 30min</td> <td>68</td> <td>83</td> </tr> <tr> <td>31-59 minutes</td> <td>15</td> <td>7</td> </tr> <tr> <td>1hr to under 2hrs</td> <td>10</td> <td>4</td> </tr> <tr> <td>2hrs to under 4hrs</td> <td>6</td> <td>3</td> </tr> <tr> <td>4hrs or more</td> <td>4</td> <td>3</td> </tr> </table>	Time	NSW Avg	SCH	Within 30min	68	83	31-59 minutes	15	7	1hr to under 2hrs	10	4	2hrs to under 4hrs	6	3	4hrs or more	4	3					
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While you were waiting to be treated, did your symptoms or condition get worse?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>No</td> <td>74</td> <td>86</td> </tr> <tr> <td>Yes, slightly worse</td> <td>20</td> <td>12</td> </tr> <tr> <td>Yes, much worse</td> <td>6</td> <td>2</td> </tr> </table>	Response	NSW Avg	SCH	No	74	86	Yes, slightly worse	20	12	Yes, much worse	6	2												
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After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?	Improvement in progress	<table border="1"> <tr> <th>Time</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Treated immediately</td> <td>19</td> <td>15</td> </tr> <tr> <td>1-15 minutes</td> <td>23</td> <td>22</td> </tr> <tr> <td>16-30 minutes</td> <td>19</td> <td>17</td> </tr> <tr> <td>31-59 minutes</td> <td>13</td> <td>14</td> </tr> <tr> <td>1hr to under 2hrs</td> <td>12</td> <td>14</td> </tr> <tr> <td>2hrs to under 4hrs</td> <td>9</td> <td>13</td> </tr> <tr> <td>4hrs or more</td> <td>4</td> <td>4</td> </tr> </table>	Time	NSW Avg	SCH	Treated immediately	19	15	1-15 minutes	23	22	16-30 minutes	19	17	31-59 minutes	13	14	1hr to under 2hrs	12	14	2hrs to under 4hrs	9	13	4hrs or more	4	4
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Communication and information	Did an ED health professional discuss the purpose of these tests, X-rays or scans with you?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, always</td> <td>85</td> <td>93</td> </tr> <tr> <td>Yes, sometimes</td> <td>11</td> <td>6</td> </tr> <tr> <td>No</td> <td>3</td> <td>1</td> </tr> </table>	Response	NSW Avg	SCH	Yes, always	85	93	Yes, sometimes	11	6	No	3	1											
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	Did an ED health professional explain the test, X-ray or scan results in a way that you could understand?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, completely</td> <td>72</td> <td>85</td> </tr> <tr> <td>Yes, to some extent</td> <td>23</td> <td>14</td> </tr> <tr> <td>No</td> <td>4</td> <td>1</td> </tr> </table>	Response	NSW Avg	SCH	Yes, completely	72	85	Yes, to some extent	23	14	No	4	1											
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Did reception staff give you enough information about what to expect during your visit?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, completely</td> <td>49</td> <td>57</td> </tr> <tr> <td>Yes, to some extent</td> <td>36</td> <td>34</td> </tr> <tr> <td>No</td> <td>15</td> <td>9</td> </tr> </table>	Response	NSW Avg	SCH	Yes, completely	49	57	Yes, to some extent	36	34	No	15	9												
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Did the ED health professionals explain things in a way you could understand?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, completely</td> <td>79</td> <td>89</td> </tr> <tr> <td>Yes, to some extent</td> <td>18</td> <td>10</td> </tr> <tr> <td>No</td> <td>3</td> <td>1</td> </tr> </table>	Response	NSW Avg	SCH	Yes, completely	79	89	Yes, to some extent	18	10	No	3	1												
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During your visit to the ED, how much information about your condition or treatment was given to you?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Right amount</td> <td>85</td> <td>91</td> </tr> <tr> <td>Too much</td> <td>1</td> <td>9</td> </tr> <tr> <td>Not enough</td> <td>14</td> <td>0</td> </tr> </table>	Response	NSW Avg	SCH	Right amount	85	91	Too much	1	9	Not enough	14	0												
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How much information about your condition or treatment was given to your family, carer or someone else close to you?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Right amount</td> <td>82</td> <td>90</td> </tr> <tr> <td>Too much</td> <td>1</td> <td>6</td> </tr> <tr> <td>Not enough</td> <td>10</td> <td>4</td> </tr> <tr> <td>Don't know/can't say</td> <td>6</td> <td>0</td> </tr> </table>	Response	NSW Avg	SCH	Right amount	82	90	Too much	1	6	Not enough	10	4	Don't know/can't say	6	0									
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Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, completely</td> <td>57</td> <td>70</td> </tr> <tr> <td>Yes, to some extent</td> <td>25</td> <td>28</td> </tr> <tr> <td>No</td> <td>18</td> <td>2</td> </tr> </table>	Response	NSW Avg	SCH	Yes, completely	57	70	Yes, to some extent	25	28	No	18	2												
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Comprehensive and Whole-person Care	Were the ED health professionals kind and caring towards you?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, always</td> <td>81</td> <td>87</td> </tr> <tr> <td>Yes, sometimes</td> <td>18</td> <td>13</td> </tr> <tr> <td>No</td> <td>2</td> <td>0</td> </tr> </table>	Response	NSW Avg	SCH	Yes, always	81	87	Yes, sometimes	18	13	No	2	0											
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Did the ED staff provide care and understanding appropriate to the needs of your child?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, definitely</td> <td>72</td> <td>81</td> </tr> <tr> <td>Yes, to some extent</td> <td>25</td> <td>18</td> </tr> <tr> <td>No</td> <td>3</td> <td>1</td> </tr> </table>	Response	NSW Avg	SCH	Yes, definitely	72	81	Yes, to some extent	25	18	No	3	1												
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Coordination and Continuity	How would you rate how the ED health professionals worked together?	Performing well	<table border="1"> <tr> <th>Rating</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Very good</td> <td>53</td> <td>63</td> </tr> <tr> <td>Good</td> <td>38</td> <td>32</td> </tr> <tr> <td>Neither good nor poor</td> <td>7</td> <td>5</td> </tr> <tr> <td>Poor</td> <td>1</td> <td>0</td> </tr> <tr> <td>Very poor</td> <td>1</td> <td>0</td> </tr> </table>	Rating	NSW Avg	SCH	Very good	53	63	Good	38	32	Neither good nor poor	7	5	Poor	1	0	Very poor	1	0					
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Did you ever receive contradictory information about your condition or treatment from ED health professionals?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>No</td> <td>82</td> <td>87</td> </tr> <tr> <td>Yes</td> <td>18</td> <td>13</td> </tr> </table>	Response	NSW Avg	SCH	No	82	87	Yes	18	13															
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Thinking about when you left the ED, were you given enough information about how to manage your care at home?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, completely</td> <td>67</td> <td>75</td> </tr> <tr> <td>Yes, to some extent</td> <td>25</td> <td>23</td> </tr> <tr> <td>No</td> <td>8</td> <td>2</td> </tr> </table>	Response	NSW Avg	SCH	Yes, completely	67	75	Yes, to some extent	25	23	No	8	2												
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Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes</td> <td>82</td> <td>89</td> </tr> <tr> <td>No</td> <td>18</td> <td>11</td> </tr> </table>	Response	NSW Avg	SCH	Yes	82	89	No	18	11															
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Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?	Performing well	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, definitely</td> <td>53</td> <td>63</td> </tr> <tr> <td>Yes, to some extent</td> <td>25</td> <td>29</td> </tr> <tr> <td>No</td> <td>22</td> <td>8</td> </tr> </table>	Response	NSW Avg	SCH	Yes, definitely	53	63	Yes, to some extent	25	29	No	22	8												
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While you were waiting to be treated, did ED staff check on your condition?	Improvement in progress	<table border="1"> <tr> <th>Response</th> <th>NSW Avg</th> <th>SCH</th> </tr> <tr> <td>Yes, someone checked</td> <td>57</td> <td>41</td> </tr> <tr> <td>No, no-one checked</td> <td>43</td> <td>59</td> </tr> </table>	Response	NSW Avg	SCH	Yes, someone checked	57	41	No, no-one checked	43	59															
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Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?		<p>NSW Avg: 62 (Yes, definitely), 32 (Yes, to some extent), 6 (No) SCH: 71 (Yes, definitely), 26 (Yes, to some extent), 3 (No)</p>
Outcomes	Did the care and treatment received in the ED help you?		<p>NSW Avg: 66 (Yes, definitely), 28 (Yes, to some extent), 7 (No) SCH: 77 (Yes, definitely), 19 (Yes, to some extent), 4 (No)</p>
Overall experience	Overall, how would you rate the ED doctors who treated you?		<p>NSW Avg: 64 (Very good), 29 (Good), 5 (Neither good nor poor), 2 (Poor), 1 (Very poor) SCH: 74 (Very good), 22 (Good), 3 (Neither good nor poor), 1 (Poor), 1 (Very poor)</p>
	Overall, how would you rate the ED nurses who treated you?		<p>NSW Avg: 67 (Very good), 27 (Good), 4 (Neither good nor poor), 1 (Poor), 1 (Very poor) SCH: 74 (Very good), 24 (Good), 2 (Neither good nor poor), 1 (Poor), 2 (Very poor)</p>
	Overall, how would you rate the care you received while in the ED?		<p>NSW Avg: 58 (Very good), 31 (Good), 7 (Neither good nor poor), 3 (Poor), 1 (Very poor) SCH: 67 (Very good), 27 (Good), 4 (Neither good nor poor), 2 (Poor), 2 (Very poor)</p>
	If asked about your experience in the ED by friends and family how would you respond?		<p>NSW Avg: 69 (Would speak highly), 24 (Neither highly/critical), 6 (Would be critical) SCH: 82 (Would speak highly), 15 (Neither highly/critical), 3 (Would be critical)</p>
Physical environment and comfort	Were there things for your child to do (such as books, games and toys)?		<p>NSW Avg: 27 (Yes, there was a lot), 26 (Yes, but not enough), 21 (Yes, but not for age group), 25 (No) SCH: 44 (Yes, there was a lot), 35 (Yes, but not enough), 17 (Yes, but not for age group), 4 (No)</p>
	Was the area in which your child was treated suitable for someone of their age group?		<p>NSW Avg: 47 (Yes, definitely), 40 (Yes, to some extent), 13 (No) SCH: 57 (Yes, definitely), 38 (Yes, to some extent), 5 (No)</p>
	Was the signposting directing you to the ED of the hospital easy to follow?		<p>NSW Avg: 76 (Yes, definitely), 20 (Yes, to some extent), 4 (No) SCH: 69 (Yes, definitely), 26 (Yes, to some extent), 5 (No)</p>
	Was there a problem in finding a parking place near to the ED?		<p>NSW Avg: 55 (No problem), 26 (Yes, a small problem), 19 (Yes, a big problem) SCH: 21 (No problem), 40 (Yes, a small problem), 29 (Yes, a big problem)</p>
	How clean were the waiting and treatment areas in the ED?		<p>NSW Avg: 54 (Very clean), 40 (Fairly clean), 4 (Not very clean), 2 (Not clean at all) SCH: 46 (Very clean), 50 (Fairly clean), 4 (Not very clean), 4 (Not clean at all)</p>
Respect and dignity	Were the ED doctors polite and courteous?		<p>NSW Avg: 89 (Yes, always), 10 (Yes, sometimes), 1 (No) SCH: 93 (Yes, always), 6 (Yes, sometimes), 1 (No)</p>
	Did the ED professionals introduce themselves to you?		<p>NSW Avg: 79 (Yes, always), 18 (Yes, sometimes), 3 (No) SCH: 85 (Yes, always), 14 (Yes, sometimes), 1 (No)</p>
	Did you feel you were treated with respect and dignity while you were in the ED?		<p>NSW Avg: 93 (Yes, always), 14 (Yes, sometimes), 3 (No) SCH: 90 (Yes, always), 9 (Yes, sometimes), 1 (No)</p>
	Were you given enough privacy during your visit to the ED?		<p>NSW Avg: 77 (Yes, always), 19 (Yes, sometimes), 4 (No) SCH: 83 (Yes, always), 15 (Yes, sometimes), 2 (No)</p>
	Were the reception staff you met on your arrival to the ED polite and courteous?		<p>NSW Avg: 76 (Yes, definitely), 21 (Yes, to some extent), 3 (No) SCH: 85 (Yes, definitely), 13 (Yes, to some extent), 2 (No)</p>
Safety and hygiene	How safe did you feel during your visit to the ED?		<p>NSW Avg: 72 (Very safe), 26 (Fairly safe), 2 (Not very safe), 2 (Not safe at all) SCH: 82 (Very safe), 18 (Fairly safe), 1 (Not very safe), 1 (Not safe at all)</p>
Trust and confidence	Did you have confidence and trust in the ED nurses treating you?		<p>NSW Avg: 74 (Yes, definitely), 23 (Yes, to some extent), 3 (No) SCH: 82 (Yes, definitely), 17 (Yes, to some extent), 1 (No)</p>
	Did you have confidence and trust in the ED doctors treating you?		<p>NSW Avg: 71 (Yes, definitely), 25 (Yes, to some extent), 4 (No) SCH: 79 (Yes, definitely), 19 (Yes, to some extent), 2 (No)</p>

Want more information?
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Please note that the overview section and all data presented are sourced from the Bureau of Health Information. Review of the top and bottom 2.5% of state is presented to BHI definition. Please note: the percentages may not add up to 100% due to rounding