

## Patient Experience and Satisfaction - Overview

GCPHN commission and fund multiple programs that deliver services to the Gold Coast community. Ensuring the efficiency and efficacy of these is a high priority to GCPHN that requires monitoring and evaluation. A key component of this is the service user perspective, captured through patient experience and satisfaction. The CAC provided direction to assist GCPHN in ascertaining the most meaningful approach.

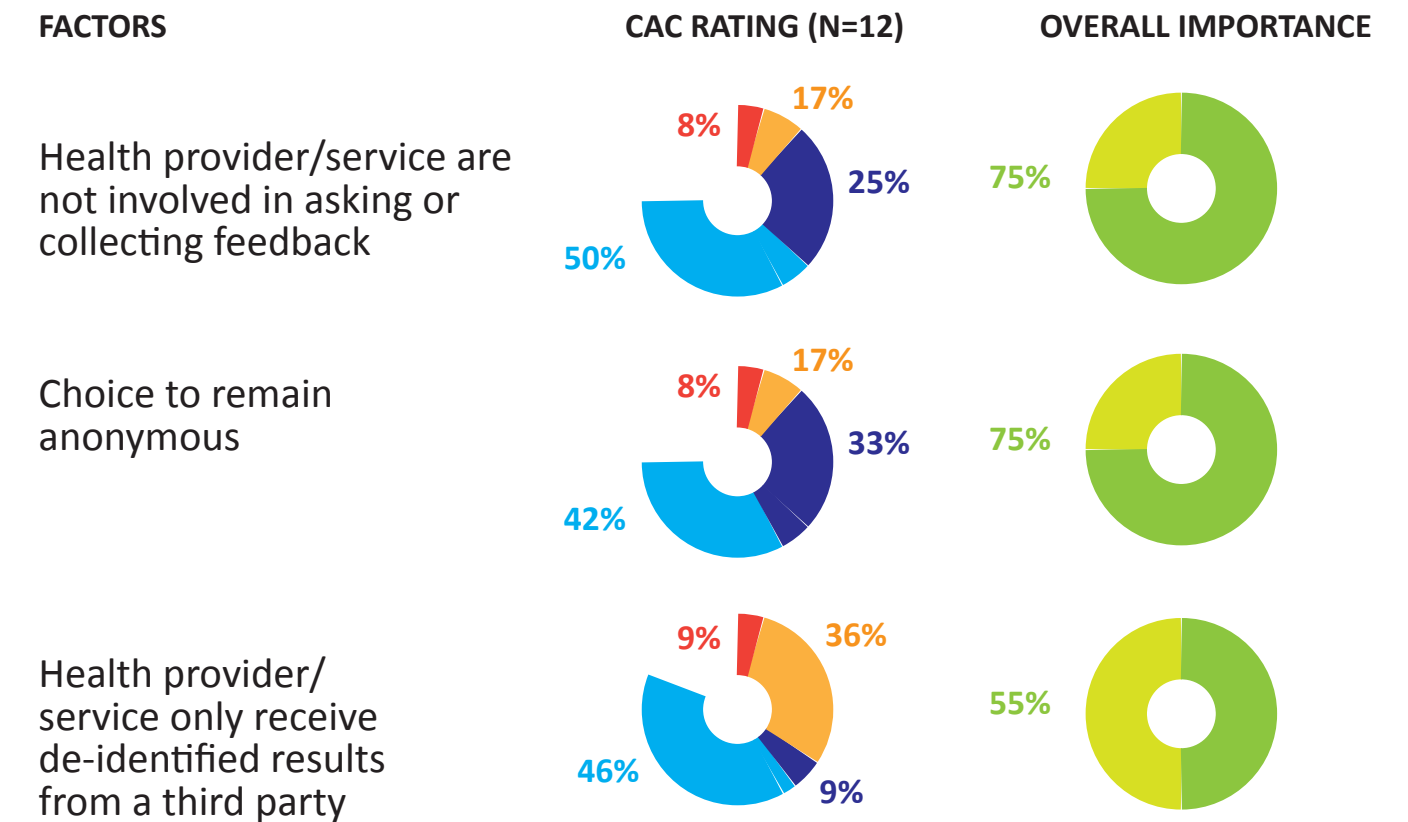
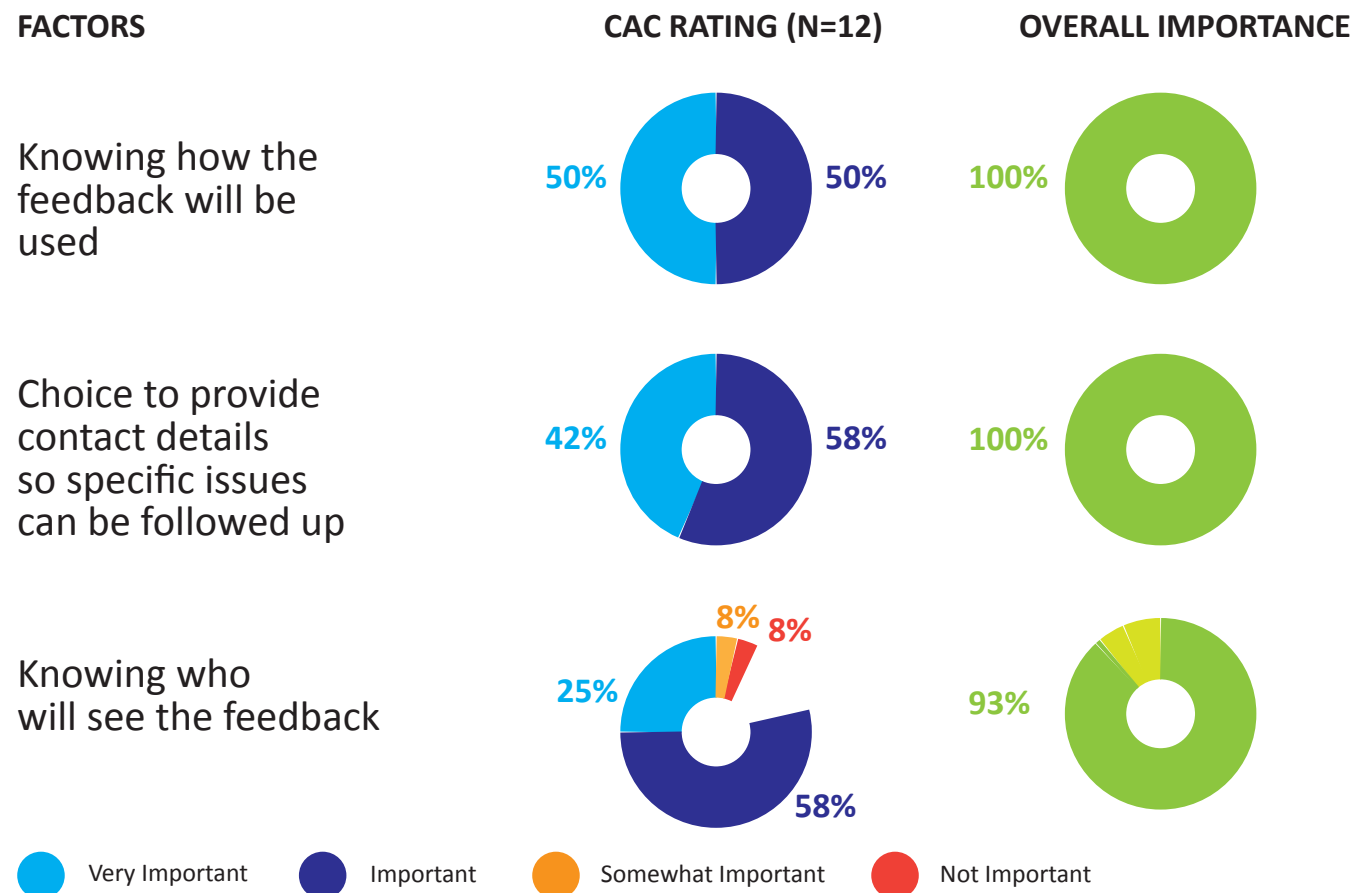
The CAC said that knowing how feedback would be used and having the choice to provide contact details to enable the follow up of specific issues, were the most important factors to ensure service users are able to give full honest feedback.

Other factors raised as important for collecting honest feedback included:

- Transparency and privacy
- Consumer feedback needs to go to funders or whoever has the ability to pursue change
- Provide a way for those giving feedback to follow it up, or to pursue concerns if they feel unheard
- Making sure format is clear and questions are straightforward
- Include a free text comment section



## Importance of factors in ensuring service users are able to give full honest feedback.

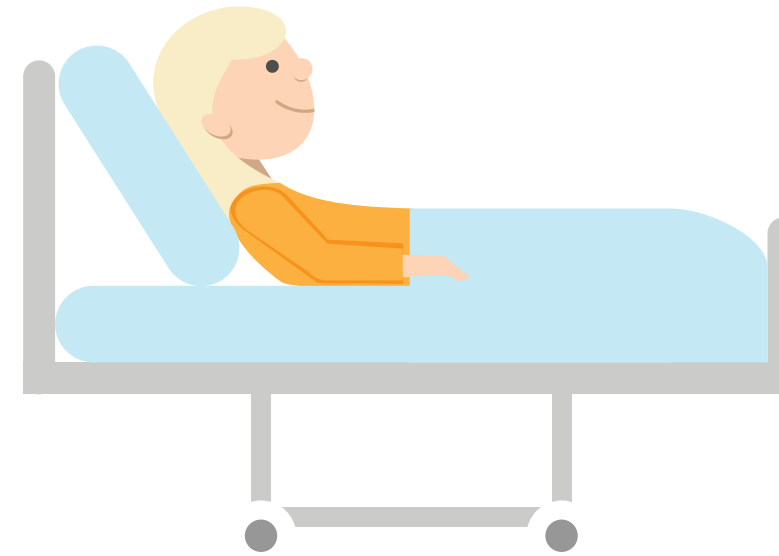


# Patient Experience and Satisfaction

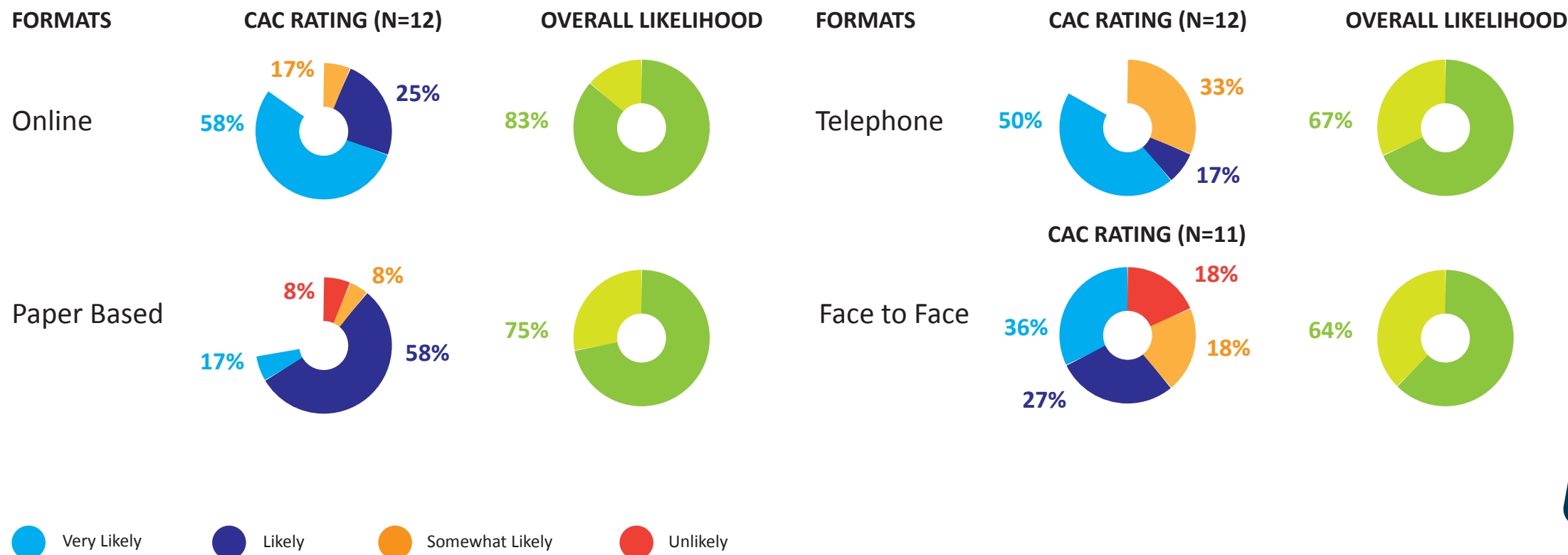
Regarding formats for collecting patient experience and satisfaction information, CAC members said they would be most likely to provide feedback on a health service using an online format, followed by paper based.

Additional comments on what would make service users more likely to provide their feedback included;

- Text messages would be a good option
- Keep it simple (language and format)
- Needs to be timely and relatively short
- Be clear on why feedback is being sought and how it will be used
- Options that allow the responder time to think about their answers are better, email, text, paper etc.
- Communicating any changes resulting from feedback is very important, especially advising those who gave their opinions
- Keeping the process at arm's length from the service being reviewed is important



## How likely you would be to provide feedback on a health service, using the below formats



# Patient Experience and Satisfaction & Needs Assessment Overview

## COMMUNICATION and RESPECT were identified as key influencers of patient experience

- Communication can turn a potentially negative experience into a positive one (e.g. waiting times, you don't mind if you are kept informed)
- Ensuring people have enough information about their health conditions, and support to make decisions
- Important to ask people if they feel understood, a better measure than simply being 'heard' and a way to check if their questions were answered well
- Communication between providers and services contributes to the patient experience e.g not having to repeat your story
- Communication shows you care e.g providing options for people with special requirements like hearing, visual or other difficulties
- Respect impacts experience e.g assuming the patient's time is less valuable than the professional's is disrespectful
- Looking patients in the eye when talking to them is important to a positive experience
- Respect should be shown by all staff, front of house attitudes and actions affect patient experience



## Needs Assessment - Overview

Overall, all of the health needs and service issues prioritised during the March needs assessment process were re-confirmed as priorities by the Community Advisory Council.

A number of comments indicated that as there is already activity underway to address some of the identified needs, they were less of an issue. For example, in relation to cancer screening, comments reflected that there have been efforts in raising public awareness and campaigns are highly visible. One comment on HPV vaccination raised that parents choosing not to vaccinate against HPV are committed to this decision, therefore resources could be better directed addressing other identified needs.