



CONSUMER SURVEY MAY 2023



TOPIC: ELECTRONIC COMMUNICATION
LOCATION: BOTH FACILITIES

DETAILS:

56 patients randomly selected (across different age groups/gender) and asked to complete a survey and provide feedback on ELECTRONIC communication received at our Hospital.

QUESTIONS

Q1 - At time of booking, were you provided with an appointment letter and LINK to online admission paperwork?

YES I completed my forms online **47 responses (84%)**

NO – I completed paper forms **8 responses**

Q2 – Did the link work correctly? (taking to you the online paperwork)

YES 49 responses (90%)

NO 6 responses

Q3 – When completing the paperwork, the forms were:

All easy to complete – 47 responses (85%)

Some were easy to complete, others more difficult – 8 responses

Difficult to complete NIL

Comments:

- Origins – Australian Pacific Islander: I am Australian but not a Pacific Islander – is the answer yes or no? Ambiguous
- What happens during surgery
- It didn't save and I had to collate it twice
- I couldn't edit the embedded forms and wasn't sure if I was supposed to
- Referral and another one...signing
- There was a problem with the form but it was a couple of weeks ago so I can't remember what it was

Q4 - Did you feel sufficiently informed about all aspects of your Admission after completing/reading the forms?

YES – Completely informed - 49 responses (89%)

Somewhat informed – I needed more information – 6 responses

Comments:

- The PDF regarding the preparation for endoscopy wasn't included in the email I received
- Brochure was confusing at prep

Q5 – If given the option, would you prefer ONLINE completion or a PAPER copy?

I prefer completing these online – 42 responses (76%)

I prefer a paper copy – 13 responses

Q5 – When we confirmed your Hospital appointment, we sent an SMS text message. Was this:

Easy to understand – I prefer a text message to confirm this appointment – 51 responses (92%)

Neutral – 3 responses

Difficult to understand – I would have preferred a phone call from a staff member – 1 response

Q7 – Did the text message provide sufficient information about your upcoming admission?

YES – everything I needed to know was in the message – 52 responses (95%)

NO – I would have liked more information – 3 responses

Comments:

- Didn't mention McCullough Centre
- Do not recall receiving text message
- I have done this several times so information seems the same
- Text message arrival time was different to paperwork supplied during nurse appointment. Caused confusion with admin staff on day of procedure

Q8 – For COLONOSCOPY patients: for your Nurse Consultation/Prep Kit, were the instructions given easy to understand and follow?

YES – 38 responses (71%)

Somewhat – 3 responses

NO – 2 responses

N/A – had an endoscopy – 10 responses

Comments:

- Prep mixture was very confusing

Q9 – Could we improve any part of your booking process, or confirmation of appointment?

Comments:

- Perhaps a more complete document for preparing for the procedure which can be referenced if required
- No, it's been very easy and clear throughout
- No it works well just as it is
- For question 5 I think there should be other options. I don't prefer one option over the other
- It was easy
- It works well as it is
- Often put on hold for receptionist to 'check things'. Not a smooth process and quite long
- No change required as a seamless process
- Staff were very friendly and informative especially Mel, Thank you
- Just more info in booking email re preparation required
- Very patient staff
- It was all carefully explained
- Easy to follow instructions
- It was good enough
- It's fine
- All was done very professionally
- No it all worked well
- My experience was straightforward
- It was all good
- Prep instructions hard to understand and fee was \$170
- All fabulous!
- All good
- I was very happy with the process
- It was all efficient and adequate
- I would be happy to redo the online booking to remember the issues that I had

- I believe Jotform has very low security. In this day of data breaches something more secure and safe would be better to collect patient data
- Everything is well organised thank you
- All good

RESULTS

Overall a very high satisfaction with the communication received while at the Hospital.

1. Results to be discussed at committee meetings.
2. Circulate results to staff, consumers and make available on our website, and in waiting room.