

Patient Experience Survey

Canossa Private Hospital Patient Experience Survey

Questions 1-12 of this survey contain the Australian Hospital Patient Experience Question Set developed with patients by the Australian Commission on Safety and Quality in Health Care.

Thank you for taking the time to complete this survey and telling us about your hospital experience.

Your feedback helps us to find out what we are doing well, and if there is anything that could be changed or improved.

If you would like to be contacted about the feedback you have provided, please leave your details below.

Your survey answers and information are confidential.




DATE:	YOUR NAME (Optional):
WARD:	YOUR CONTACT NUMBER (Optional):

1.



Question 1

Staff listened to you.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never	Does not apply




COMMENTS



2.

Question 2

Staff made sure you got everything you needed.

Always Mostly Sometimes Rarely Never

If you ticked **always** or **mostly** for question 2




- do **not** answer question 3
- go to question 4.

COMMENTS

3.

Question 3

Staff told you why they could **not** give you what you needed.

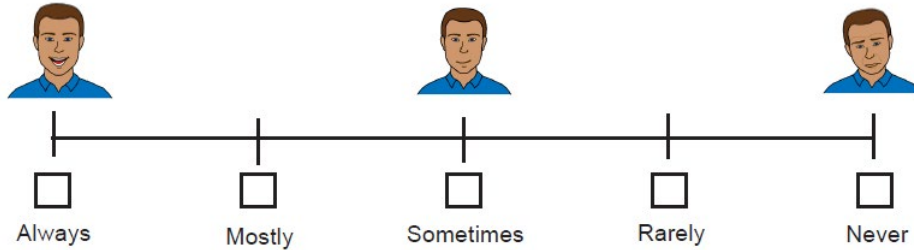
Always Mostly Sometimes Rarely Never

COMMENTS

4.

Question 4

You felt cared for.



COMMENTS

5.

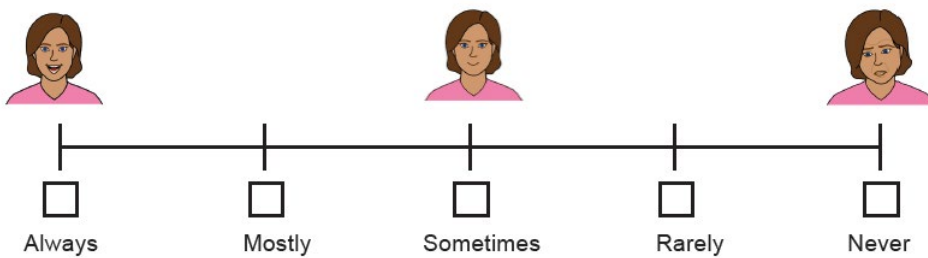


Question 5

You felt included when decisions were made about your **treatment** and care.

Treatment can mean

- medicine
- surgery.



COMMENTS






6.



Question 6

You got the information you needed about your treatment and care.

				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never




COMMENTS

7.

Question 7

All staff who cared for you

- worked together
- shared the right information about you.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never	Does not apply

COMMENTS






8.



Question 8

You got pain medicine if you needed it.

Always Mostly Sometimes Rarely Never Does not apply




COMMENTS

9.



Question 9

You felt safe when you got treatment and care.

Always Mostly Sometimes Rarely Never

COMMENTS



10.

Question 10

Your treatment led to **physical harm** or **distress** that you did **not** expect.



Physical harm means you get hurt.



Distress means you feel very upset.

Yes. You were hurt.

Yes. You felt distress.

Yes. You were hurt and felt distress.



No. You were **not** hurt and did **not** feel distress.

If you ticked **no** to question 10

- do **not** answer question 11

- go to question 12.

COMMENTS

11.



Question 11

Staff talked to you about the harm and distress that happened to you.

Yes.

No.

Not sure.

I did not want to talk about it.

COMMENTS

12.

Question 12

Overall your treatment and care in hospital was



Very good



Good



OK



Bad

Very bad

COMMENTS

13.

Was information about payment and your payment responsibilities provided to you?

Yes No

COMMENTS

14.

On a scale from 0-10, how likely are you to recommend Canossa Private Hospital to a family member or friend?

0 1 2 3 4 5 6 7 8 9 10

Not at all

Highly Recommend

COMMENTS

Thank you for your participation. Your feedback is greatly appreciated and helps us to continuously improve at Canossa Private Hospital.