

**EMBARGOED TO 12.01am WEDNESDAY 10 November 2021**

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## **Outstanding care and kindness of local hospitals reflected in patient surveys**

Results from two patient surveys published today demonstrate the high levels of care, kindness and respect provided by health staff at Southern NSW Local Health District (SNSWLHD) hospitals.

The Outpatient Cancer Clinics Survey was completed by patients at South East Regional Hospital and Eurobodalla Community Health in November 2020. The Bureau of Health Information (BHI) partnered with the Cancer Institute NSW (CINSW) to develop this survey.

Almost all (98 per cent) patients surveyed rated the care received at SNSWLHD outpatient cancer clinics as 'very good' or 'good', with very high ratings also provided to staff for the respect and dignity shown to patients, and how kind and caring they were.

Patients admitted to SNSWLHD hospitals have also given very high ratings of their experiences of care, with most patients (96 per cent) rating the care they received as 'very good' or 'good'.

BHI's 2020 Adult Admitted Patient Survey, released today, asked patients admitted to hospital about their views of care across a broad range of areas and respondents from Southern NSW Local Health District (SNSWLHD) provided positive feedback on the safe, high-quality care they received.

Across the District, 96 per cent of patients rated their treating doctors as 'very good' or 'good', while 98 per cent of respondents rated their treating nurses as 'very good' or 'good'.

SNSWLHD Chief Executive Margaret Bennett says hospital staff should be proud of the high standard of care they uphold.

"These patient survey results are a wonderful reflection of our commitment to providing top-tier care. I am so pleased to see such positive patient experiences," Ms Bennett said.

Of note, Queanbeyan Hospital performed better than the state-wide average in relation to six of the BHI survey's questions. Almost all patients (98 per cent) rated overall hospital care at Queanbeyan as 'very good' or 'good'.

Batemans Bay District Hospital was also among the state's high achievers, performing better than the state-wide average in relation to five of the survey's questions.

The majority of patients (98 per cent) rated overall hospital care at Batemans Bay as 'very good' or 'good'. Cleanliness at Batemans Bay was also rated higher than NSW as a whole, with 85 per cent of patients saying ward/room areas were 'very clean'.

The 2021-22 budget for SNSWLHD is \$469 million, this is an increase of \$16 million on the previous financial year's budget.

Between mid-2012 and mid-2021, SNSWLHD increased its workforce by an additional 575 full-time equivalent staff - an increase of 32.5 per cent including 29 more doctors, 242 more nurses and midwives and 71 more allied health staff.

## **INDIVIDUAL HOSPITAL RESULTS FROM THE ADULT ADMITTED PATIENT SURVEY**

**BATEMANS BAY HOSPITAL:** Patients were pleased with the timeliness of their discharge with 91 per cent reporting 'no delay' in discharge (compared with 81 per cent in NSW).

**QUEANBEYAN HOSPITAL:** Cleanliness at Queanbeyan was rated higher than NSW as a whole, 89 per cent of patients said ward/room areas were 'very clean' (compared with 75 per cent in NSW). Patients were also pleased with timeliness of their discharge with 94 per cent reporting no delay in discharge (compared to 81 per cent in NSW).

**SOUTH EAST REGIONAL HOSPITAL:** South East Regional Hospital also achieved exemplary results, performing better than the state-wide average in relation to five survey questions. 79 per cent of patients rated their overall care as 'very good' (compared with the state-wide average of 71 per cent). Cleanliness at South East Regional Hospital rated significantly higher than NSW as a whole, 91 per cent of patients said ward/room areas were 'very clean' (compared with 75 per cent across NSW). Patients were also pleased with timeliness of their discharge with 88 per cent reporting no delay in discharge (compared to 81 per cent across NSW).

**COOMA HOSPITAL:** Cooma Hospital performed better than the state-wide average in relation to five survey questions. Almost all patients (96 per cent) rated overall hospital care at Cooma as 'very good' or 'good'. Patients were also pleased with timeliness of their discharge with 92 per cent reporting no delay in discharge (compared to 81 per cent in NSW). Cleanliness at Cooma was also rated higher than NSW as a whole, 84 per cent of patients said ward/room areas were 'very clean' (compared to 75 per cent across NSW).

**MORUYA HOSPITAL:** Almost all patients (98 per cent) rated overall hospital care at Moruya as 'very good' or 'good'. Nearly all patients (99 per cent) rated nurses' care as either 'very good' or 'good'. A similarly high proportion (96 per cent) rated doctors' care as either 'very good' or 'good'.

**GOULBURN BASE HOSPITAL:** Most patients (93 per cent) rated overall hospital care at Goulburn as 'very good' or 'good'. Nearly all patients (97 per cent) rated nurses' care as either 'very good' or 'good'. A similarly high proportion (92 per cent) rated doctors' care as either 'very good' or 'good'.