ANSWER TO QUESTION TAKEN ON NOTICE

[Insert date of hearing]

Asked by Mrs Giulia Jones MLA on 4 November 2021: Mr Peffer took on notice the following question(s):

[Ref: Hansard Transcript 4 November 2021 [PAGE 24]]

In relation to:

MRS JONES: Thank you, Mr Peffer. Can you supply on notice the link to the feedback online, the paper form, a copy of the paper form, and the last 12 months of data that has been collected through this system?

Mr Peffer: Yes, so we can do that. I mean, certainly the last 12 months will be reflected in the budget papers in terms of how we perform but we can provide that on notice as well as—

MRS JONES: Not how you have performed, how people have experienced their experiences, which is, I presume, what these feedback forms are asking for.

Mr Peffer: Yes, so Mrs Jones, I am not in a position to provide you with the actual feedback that patients have provided—

MRS JONES: So, do you collate it and get some statistical profile about numbers of people satisfied or something like that? How do you—

Mr Peffer: Yes, of course. Yes, yes, so we can provide ...(indistinct)... [4.28.27] sure.

MRS JONES: That is what I am after, is the higher-level summary for the 12 months of people’s satisfaction or dissatisfaction.

Mr Peffer: Okay, we can take that on notice.

Minister Davidson: The answer to the Member’s question is as follows:—

Canberra Health Services (CHS) receive feedback from consumers through the following options:

- ACT Health App
- Hard copy forms available in CHS facilities
- By sending an email to healthfeedback@act.gov.au
- By phoning a member of the consumer feedback team on (02) 5124 5932
Feedback types for the period of 1 July 2020 to 30 June 2021 are provided in the table below.

<table>
<thead>
<tr>
<th>Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comment</td>
<td>187</td>
</tr>
<tr>
<td>Complaint</td>
<td>2564</td>
</tr>
<tr>
<td>Compliment</td>
<td>2808</td>
</tr>
<tr>
<td>Grand Total</td>
<td>5559</td>
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</tbody>
</table>

In addition, CHS distribute a Discharged Inpatient Experience Survey to recently discharged inpatients aged 18 years and above to assess their experiences during their hospital stay. Two of the questions provided in the survey provide a high-level overview of patient experience. These questions are:

- ‘Overall, how would you rate the care you received in hospital? (Good or Very Good)’
- ‘Would you recommend us to your family and friends? (Yes or No)’

Both indicators performed consistently with the previous financial year (FY) remaining above the 2020-21 FY target of 80 per cent.

See table below for the overall percentage from respondents per quarter for the 2020-21 FY:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Patient Experience Survey</strong></td>
<td></td>
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</tr>
<tr>
<td>Patients rated their overall care as good or very good</td>
<td>91.4%</td>
<td>92.3%</td>
<td>86.9%</td>
<td>84.5%</td>
<td>85.7%</td>
</tr>
<tr>
<td>Patients that would recommend CHS to family and friends</td>
<td>95.2%</td>
<td>96.3%</td>
<td>92.1%</td>
<td>93%</td>
<td>89.6%</td>
</tr>
</tbody>
</table>

Approved for circulation to the Select Committee on the COVID-19 2021 Pandemic Response

Signature: Emma Davidson
Date: 21 NOV 2021

By the Minister for Mental Health, Emma Davidson MLA