

Survey results

Experiences of adults admitted to hospital in 2023

The Adult Admitted Patient Survey 2023 results reflect the experiences of **20,721 patients** who completed a survey about their care in one of **86 NSW public hospitals** – 45 in urban and 41 in rural areas – from January to December 2023. Detailed results are available for individual hospitals, local health districts and NSW.

This report highlights key findings in relation to patients' experiences across a range of aspects of care.

These findings show where there was significant variation in hospital results when compared with NSW, where hospital results improved or declined compared with the previous survey (2022), NSW trends and important measures of experience based on evidence and stakeholder input.

The report compares patients' experiences in large rural and urban hospitals and also compares the experiences of patients who had surgery during their admission with the experiences of those who did not.

As part of this survey, Aboriginal patients admitted to NSW public hospitals during 2023 were invited to provide feedback about their experiences of care. This report also highlights key findings for the 2,656 Aboriginal people who responded to the survey.



Interactive data

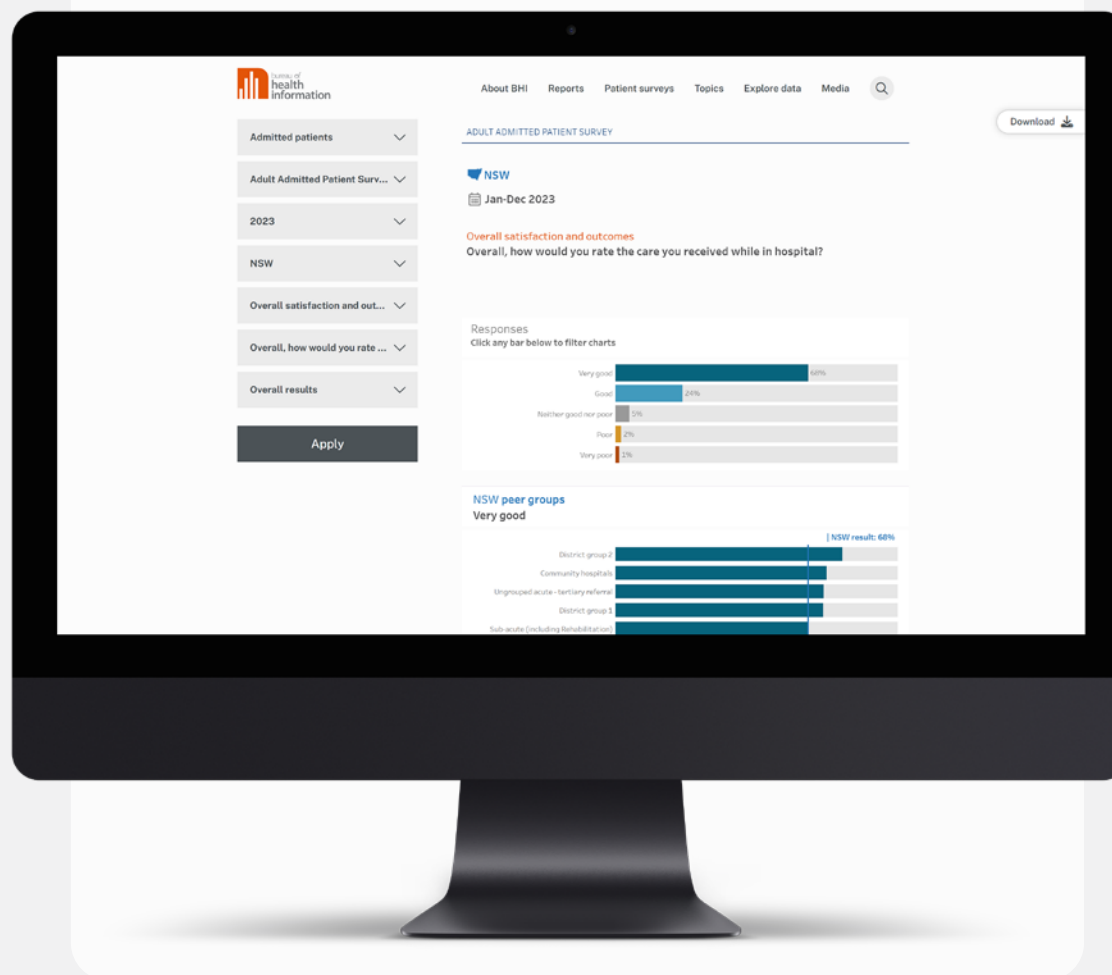
Supplementary data tables

The supplementary data tables are a good starting point to see an overview of your local hospital's performance before a more detailed search in the Data Portal. Explore results for the most positive response option (e.g. 'very good') for individual hospitals, local health districts (LHDs) and NSW. The tables include green and red flags for results significantly higher or lower than NSW, and comparisons with the 2022 results.

The tablet displays a grid of supplementary data tables. The data is organized into rows and columns, with some cells containing numerical values and others containing green or red flags. The values range from 0 to 100, and the flags indicate performance relative to NSW and 2022 results.

Bureau of Health Information Data Portal

The BHI Data Portal allows you to find and compare patient survey results across questions for all response options. Detailed results, including trends, are provided for individual hospitals, LHDs and NSW. Survey results can also be explored for various patient groups.



Key findings

The majority of patients were positive about the care they received. Ratings for most questions remained stable or slightly improved compared with the previous survey's results at NSW level and for most local health districts. The largest improvements were seen in patients' ratings of health professionals, involvement in decision-making and timely and coordinated care.

Overall satisfaction and outcomes

Most patients (92%) said, overall, the care they received was...



For patients who said 'very good', this result increased by 2 percentage points compared with 2022.

The range of results across hospitals was 54% to 89%. A comparatively large number of hospitals (17) had results significantly higher than NSW. One hospital had a result significantly lower than NSW.

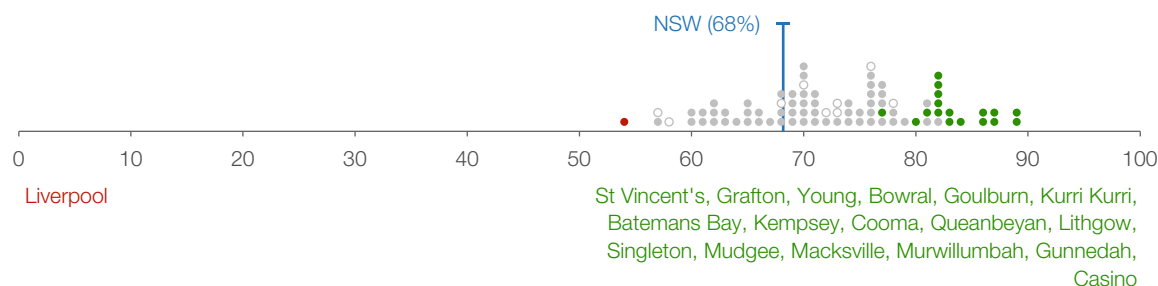
BHI has taken into account differences in patient characteristics at each hospital. Hospitals with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

78% of patients said the care and treatment they received in hospital 'definitely' helped them.

This result has remained relatively stable since 2019.

Percentage of patients in each hospital who said, overall, the care they received was 'very good', January to December 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Percentage of patients in NSW, all response options, January to December 2023

Did the care and treatment received in hospital help you?



▲ Up from 77% in 2022

Compassion, respect and kindness

74% of patients said that if they needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), hospital staff ‘always’ helped them within a reasonable timeframe.

This result improved by 2 percentage points compared with 2022. 12 hospitals had results significantly higher than NSW. No hospital had a result significantly lower than NSW.

Note: Based on the responses of 12,114 patients (65%) who needed help with personal care.

91% of patients said their cultural or religious beliefs were ‘always’ respected by the hospital staff.

This result was one of the highest across all survey questions and has remained consistently high since 2019.

Note: Based on the responses of 8,733 patients (49%) who had cultural or religious beliefs to be considered.


Percentage of patients in NSW, all response options, January to December 2023

If you needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), did hospital staff help you within a reasonable timeframe?



▲ Up from 72% in 2022

“ [What needs improving is] more prompt response to buzzers. As an elderly person when the need arises to use the bathroom the wait was too long for the nursing staff to respond... this is degrading and embarrassing. ”

“  All staff and doctors treated me with respect and dignity. I could not have been better looked after. ”

Effective communication

79% of patients said the health professionals ‘always’ explained things in a way they could understand.

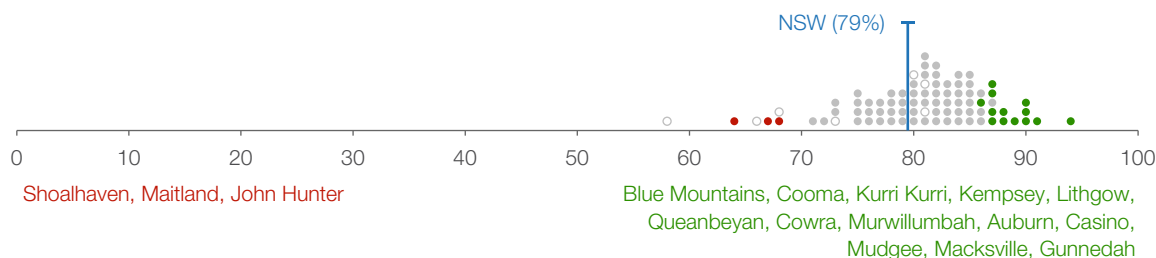
Across hospitals, results ranged from 58% to 94%.

13 hospitals had results significantly higher than NSW. 3 hospitals had results significantly lower than NSW.

BHI has taken into account differences in patient characteristics at each hospital. Hospitals with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

Percentage of patients in each hospital who said the health professionals ‘always’ explained things in a way they could understand, January to December 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Clear information

79% of patients said they received ‘no’ contradictory information from the health professionals.

This result had the largest number of hospitals (13) that declined by 5 percentage points or more compared with 2022. 6 hospitals improved by 5 percentage points or more.

Percentage of patients in NSW, all response options, January to December 2023

Did you ever receive contradictory information about your condition or treatment from the health professionals?



▼ Down from 80% in 2022

“ It felt like none of the departments were talking to each other as they all told me different things about my condition. ”

Involvement in decision-making

67% of patients said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment.

This result improved by 2 percentage points compared with 2022. The range of results across hospitals (46% to 89%) was one of the widest for this survey.

14 hospitals had results significantly higher than NSW. 3 hospitals had results significantly lower than NSW.

Note: Based on the responses of 18,681 patients (94%) who wanted to be involved in decisions about their care and treatment.

BHI has taken into account differences in patient characteristics at each hospital. Hospitals with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

64% of patients said they 'definitely' felt involved in decisions about their discharge from hospital.

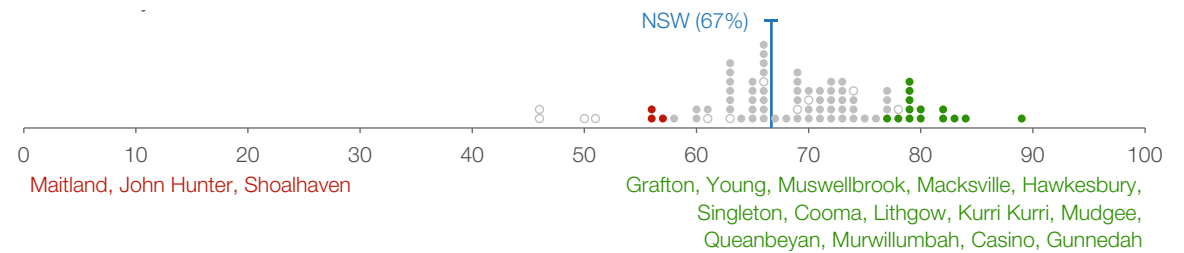
This result improved by 2 percentage points compared with 2022.

19 hospitals improved by 5 percentage points or more. 8 hospitals declined by 5 percentage points or more.

Note: Based on the responses of 18,145 patients (92%) who wanted to be involved in decisions about their discharge from hospital.

Percentage of patients in each hospital who said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, January to December 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Percentage of patients in NSW, all response options, January to December 2023

Did you feel involved in decisions about your discharge from hospital?



▲ Up from 62% in 2022

“ Everything went really smoothly. I was given a discharge letter with clear instructions and appointment date and time for post-op visit to the doctor. ”

Timely and coordinated care

68% of patients said the admission process was 'very well organised'.

This result improved by 4 percentage points compared with 2022 – the largest improvement across the survey.

This result had a comparatively large number of hospitals (23) that improved by 5 percentage points or more. 3 hospitals declined by 5 percentage points or more.

68% of patients said the care they received in hospital was 'very well organised'.

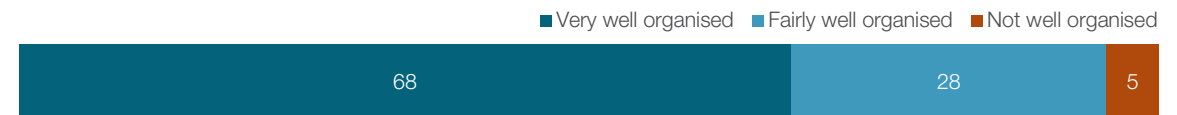
This result improved by 2 percentage points compared with 2022.

This result had a comparatively large number of hospitals (21) that improved by 5 percentage points or more. 5 hospitals declined by 5 percentage points or more.

Note: Results may not add up to 100% due to rounding.

Percentage of patients in NSW, all response options, January to December 2023

How well organised was the admission process?



▲ Up from 64% in 2022

“

From the time I arrived at admissions all staff were very efficient, polite and caring... very, very competent and organised.

”

Percentage of patients in NSW, all response options, January to December 2023

How well organised was the care you received in hospital?



▲ Up from 66% in 2022

“

I had a colonoscopy and the process was well-organised. The nurses were polite and well-practiced, the doctors and anaesthetists were polite, explained everything and were very professional.

”

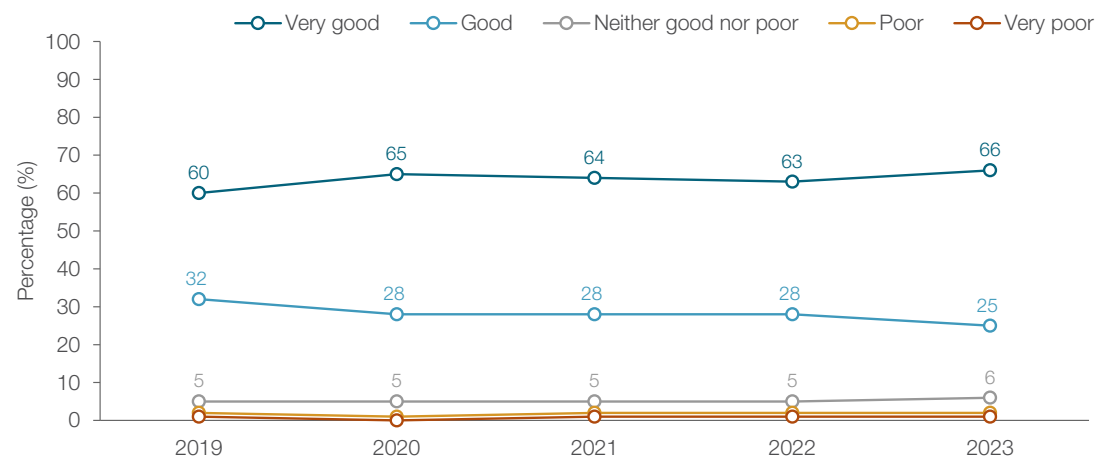
Timely and coordinated care

66% of patients rated how health professionals worked together as 'very good'.

This result improved by 3 percentage points compared with 2022 – one of the largest improvements.

23 hospitals improved by 5 percentage points or more. 6 hospitals declined by 5 percentage points or more.

How would you rate how well the health professionals worked together as a team?, all response options, NSW, 2019 to 2023

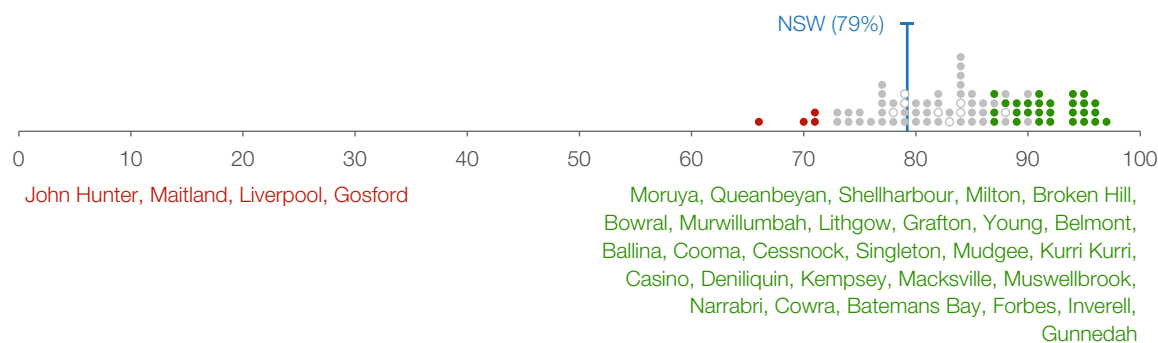


79% of patients said their discharge was not delayed.

This result had the largest number of hospitals (28) with results significantly higher than NSW. 4 hospitals had results significantly lower than NSW.

Percentage of patients in each hospital who said their discharge was not delayed, January to December 2023

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Experiences in rural and urban hospitals

BHI conducted analyses to examine the experiences of the 10,499 patients who attended large rural hospitals, and the 10,222 patients who attended urban hospitals. Experiences were compared across the most positive response options.

Adult patients admitted to large rural hospitals and urban hospitals gave mostly positive ratings of their care. For more than half of all survey questions (27 of 48), patients who attended rural hospitals reported significantly more positive experiences, including for questions related to overall satisfaction and outcomes, involvement in decision-making and the physical environment of the hospital.

For 20 questions there were no significant differences between rural and urban patients' experiences of care.

Patients who attended urban hospitals were significantly more likely to say that when they were discharged, they received a document summarising their hospital care (83%, compared with 70% of those who attended rural hospitals) – the only question for which urban patients were significantly more positive.



“ The people that cared for me are friends and customers of my work. It is the beauty of living in the country, those who care for you treat you like family. It makes a huge difference because you know they truly care. ”

Of patients admitted to large rural hospitals...

73%

said, overall, the care and treatment they received in hospital was 'very good'

compared with **67%** of patients admitted to urban hospitals

70%

said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment

compared with **66%** of patients admitted to urban hospitals

69%

said they 'definitely' felt involved in decisions about their discharge from hospital

compared with **62%** of patients admitted to urban hospitals

80%

were significantly more likely to say the areas of the hospital they used were 'very clean'

compared with **72%** of patients admitted to urban hospitals

Patient characteristics (age, gender, education level and language spoken at home) have been taken into account when identifying significant differences between urban and rural hospitals' results. For more information, see the [technical supplement](#). For comparisons of the percentage of patients in rural and urban hospitals selecting the most positive response option for all performance questions see the [supplementary data tables](#). Detailed results for survey questions by patient groups, including rurality of hospital, are available on the [BHI Data Portal](#).

Experiences of patients who had surgery compared with experiences of those who did not

BHI conducted additional analyses for patients who consented to having their survey responses linked to hospital administrative records.

Survey responses for the 6,008 patients whose health records showed they had undergone surgery (either planned or unplanned) during their stay (e.g. lens intervention, colonoscopy, knee replacement) were compared with those of the 10,849 patients whose health records showed they had not undergone surgery.

For more than half of all survey questions (35 of 48), adult patients who had surgery in hospital were significantly more positive than those who did not have surgery.



“ Everything went very well... all the staff were very caring and kind. Very pleased with my care before, during and after my eye surgery. ”

“ The surgeon did not come to see me or talk to me once, either before or after the operation. There was absolutely no communication between me and him whatsoever. ”

Of patients who had surgery...

75%

said, overall, the care and treatment they received while in hospital was 'very good' compared with **70%** of patients who did not have surgery

73%

said they 'definitely' felt involved in decisions about their care and treatment compared with **66%** of patients who did not have surgery

83%

said the health professionals who treated them 'always' knew enough about their care and treatment compared with **75%** of patients who did not have surgery

81%

said hospital staff 'always' helped with their personal care (e.g. eating and drinking, moving around or going to the bathroom) within a reasonable timeframe compared with **72%** of patients who did not have surgery

Patient characteristics (age, gender, education level and language spoken at home) have been taken into account when identifying significant differences between the results for the surgical and non-surgical cohorts. For more information, see the [technical supplement](#).

Aboriginal people’s experiences of hospital care

Listening to what Aboriginal people have to say about their experiences of hospital care is important to ensure they receive high quality healthcare, tailored to their needs.

Most Aboriginal patients were positive about their hospital care including in relation to interactions with health professionals, information provision and involvement in decision making.

Almost eight in 10 Aboriginal patients (77%) said they were ‘always’ treated with respect and dignity while in hospital, and that their cultural and religious beliefs were ‘always’ respected by the hospital staff.

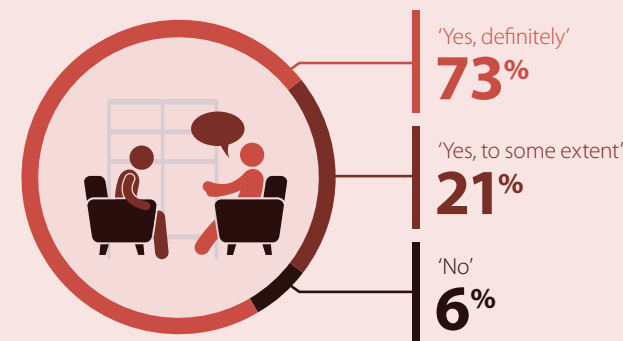
More than seven in 10 Aboriginal patients (74%) said they were given ‘the right amount’ of information about their condition or treatment, and almost seven in 10 (69%) said health professionals ‘always’ explained things in a way they could understand.

Aboriginal patients also shared their experiences of how well their care was coordinated. Around eight in 10 (82%) said they were told who to contact if they were worried about their condition or treatment after they left hospital. However, just over half of Aboriginal patients (58%) said the admission process was ‘very well organised’, and said that when they left hospital, adequate arrangements were ‘definitely’ made for any services they needed (55%).

BHI’s report, The Insights Series – Aboriginal people’s experiences of hospital care, showed Aboriginal people supported by, or offered the support of, an Aboriginal health worker in hospital gave significantly more positive ratings of care than those who did not across a wide range of areas. This included overall ratings of care, communication and information provision and feeling respected.

In 2023, fewer than 3 in 10 Aboriginal patients (29%) said they received support, or the offer of support, from an Aboriginal health worker while they were in hospital.

When asked whether, after talking to an Aboriginal health worker, they felt more supported with their care, patients said...



BHI and the Centre for Aboriginal Health are working together to collect and report on Aboriginal patients’ experiences with healthcare services in NSW.

As part of this survey, Aboriginal patients who were admitted to NSW public hospitals during 2023 were invited to provide feedback about their experiences of care, including via an additional 11-question module containing questions identified to be of high relevance to Aboriginal patients, the Aboriginal community and relevant stakeholders. This report highlights key NSW-level findings for the 2,656 Aboriginal people who responded to the survey.

In 2025, BHI will release an in-depth Insights report on Aboriginal patients’ experiences in NSW public hospitals, including comparisons with non-Aboriginal patients’ experiences.



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Please note there is the potential for minor revisions of data in this report.

Figures published in the Data Portal may differ from those in published reports and information products due to subsequent changes in data coverage and analytic methods, and updates to databases. At any time, the most up-to-date results are available in the Data Portal and supersede all previously published figures.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.