

Partner Experience Survey

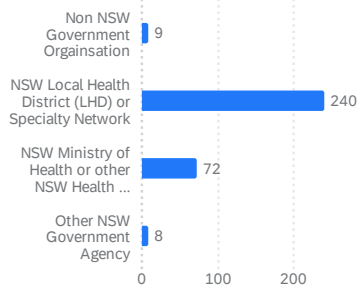


Partner Experience Survey 2023: Full Report

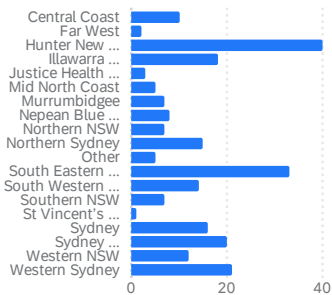
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Demographics

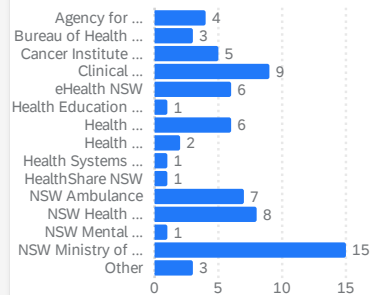
Organisation 329



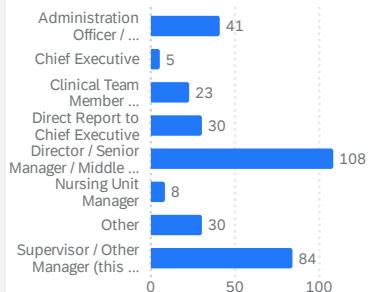
LHD or Specialty Network 244



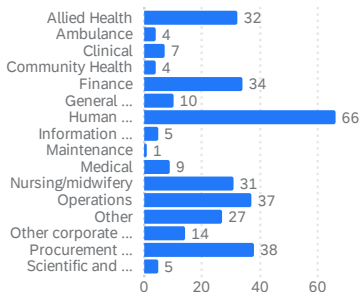
Health Agency and Pillars 72



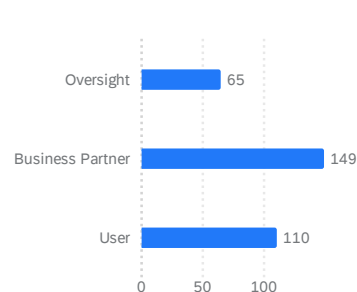
Position 329



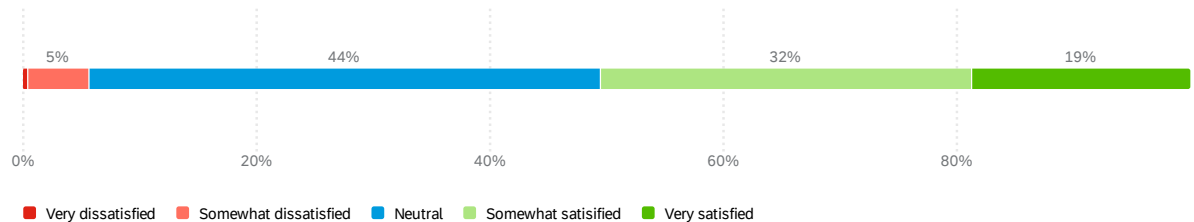
Functional area 324



Relationship (Organisation excl. Chief Executives) - 324



Survey experience 271

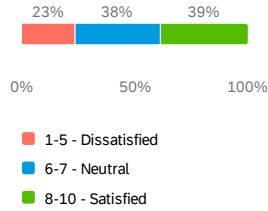


HSNSW Satisfaction 329

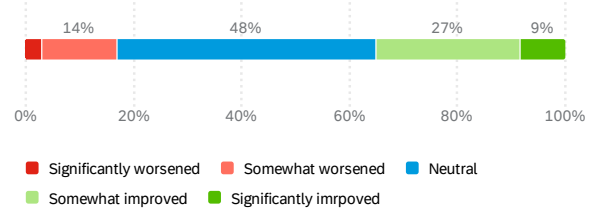


▲ +0.5 vs Average (2019 - Overall - Satisfaction) (6.3)

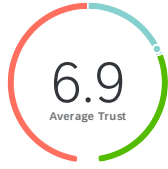
Satisfaction 329



Experience change 329

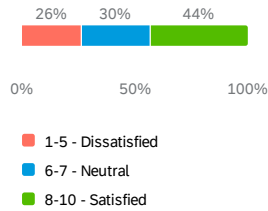


HSNSW Trust 329



▲ +0.3 vs Average (2019 - Overall - Trust) (6.6)

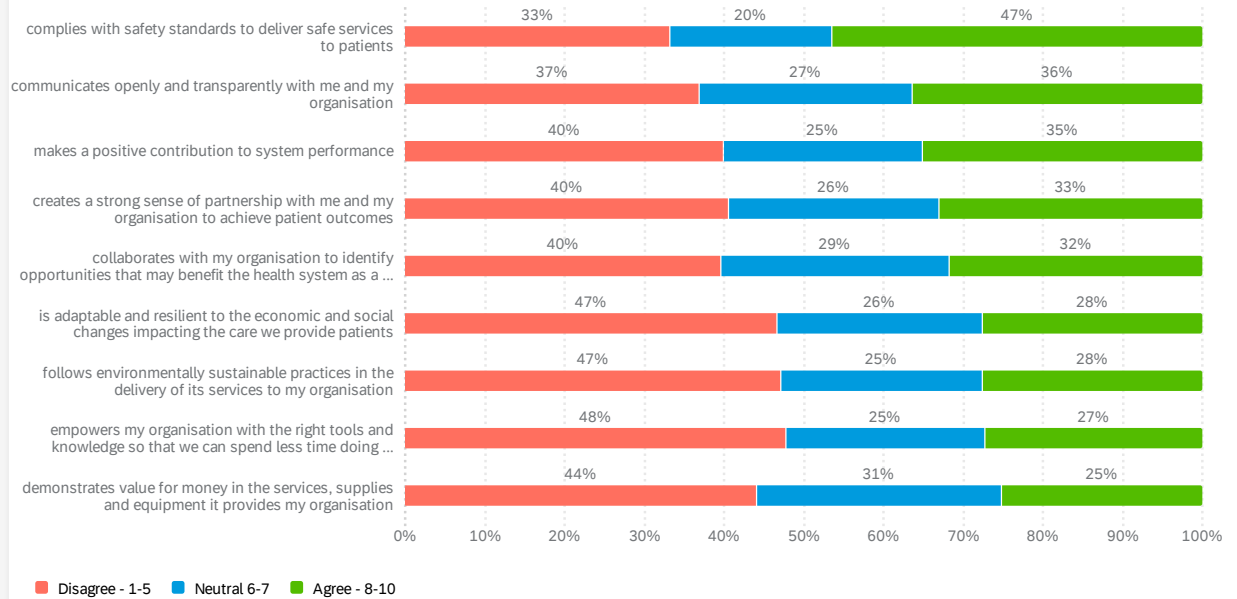
Trust 329



No. Completed responses (excluding CEs) 324

Relationship ↑	Count
Oversight	65
Business Partner	149
User	110

Driver statements 329



Feedback 171

In working with HealthShare they provide comprehensive advice and solutions that are locally specific but bring cognizance of larger systems issues and factors that need to be taken into consideration

At times it has been difficult to negotiate and discuss concerns with Healthshare. Quick to blame and not solve

Improvements 174

Ensure all arms of HealthShare are working together with similar objectives

Transparency of service provision and willingness not to blame

Increased efficiency in system. More streamlined.

How else could HealthShare NSW partner with you? 102

All interactions have been on high value pieces of work. Further partnership opportunities can be further discussed via our regular meetings.

Be more open and transparent about service provision. Needs to be a very structured SLA that has KPI's just like the rest of health has. These services are intricate to patient care

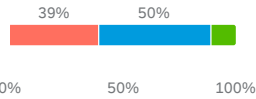
Cost of private providers and their service

Satisfaction 18



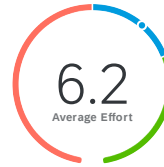
-0.8 vs Average (Combined Satisfaction - Service lines) (6.7)

Satisfaction 18



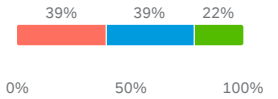
1-5 - Dissatisfied
6-7 - Neutral
8-10 - Satisfied

Effort 18



-0.4 vs Average (Combined Effort - Service Line) (6.6)

Effort 18



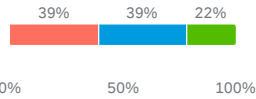
1-5 - Dissatisfied
6-7 - Neutral
8-10 - Satisfied

Trust 18



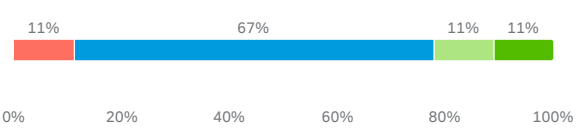
-0.9 vs Average (Combined Trust - Service Lines) (6.9)

Trust 18



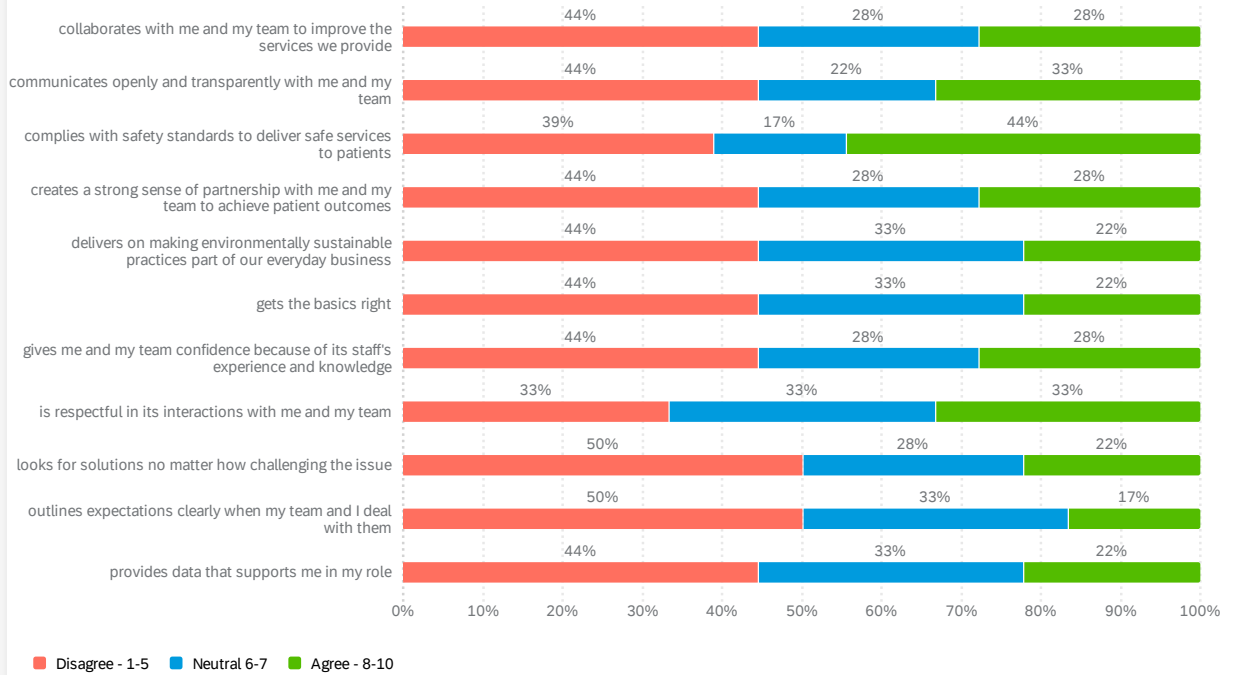
1-5 - Dissatisfied
6-7 - Neutral
8-10 - Satisfied

Experience change 18



Somewhat worsened Neutral Somewhat improved Significantly improved

Driver statements 18



Feedback 8

Collaboration with the department managers are key in the Planning for future service. Managers can interpret the Consultant's recommendations and the Health facility guidelines to a practical effective and safe solution for the department.

To clarify this is regarding hospital redevelopment planning and construction. The experience I had with this was extremely poor. Stakeholder consultation was token only. Basic due diligence such as

Improvements 8

Collaborate with Department Managers for effective solutions to implement Cost effective solutions for the department.

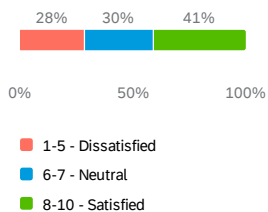
Have a thorough audit by independent experts, with major structural / management / staff change as required. Be truly accountable to stakeholders

Satisfaction 82



- 0.0 vs Average (Combined Satisfaction - Service lines) (6.7)
- 0.3 vs Average (2019 - Payroll - satisfaction) (6.9)

Satisfaction 82

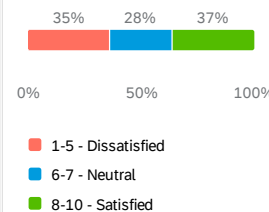


Effort 82



- 0.2 vs Average (Combined Effort - Service Line) (6.6)
- +0.4 vs Average (2019 - Payroll - Ease of interactions and

Effort 82

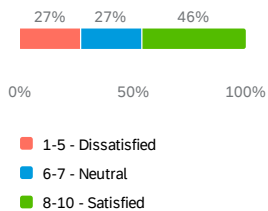


Trust 82

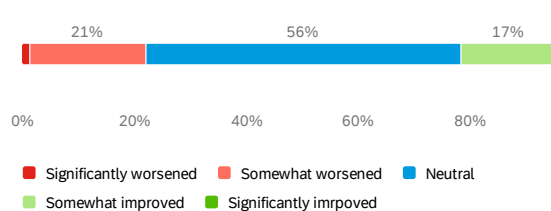


- 0.1 vs Average (Combined Trust - Service Lines) (6.9)

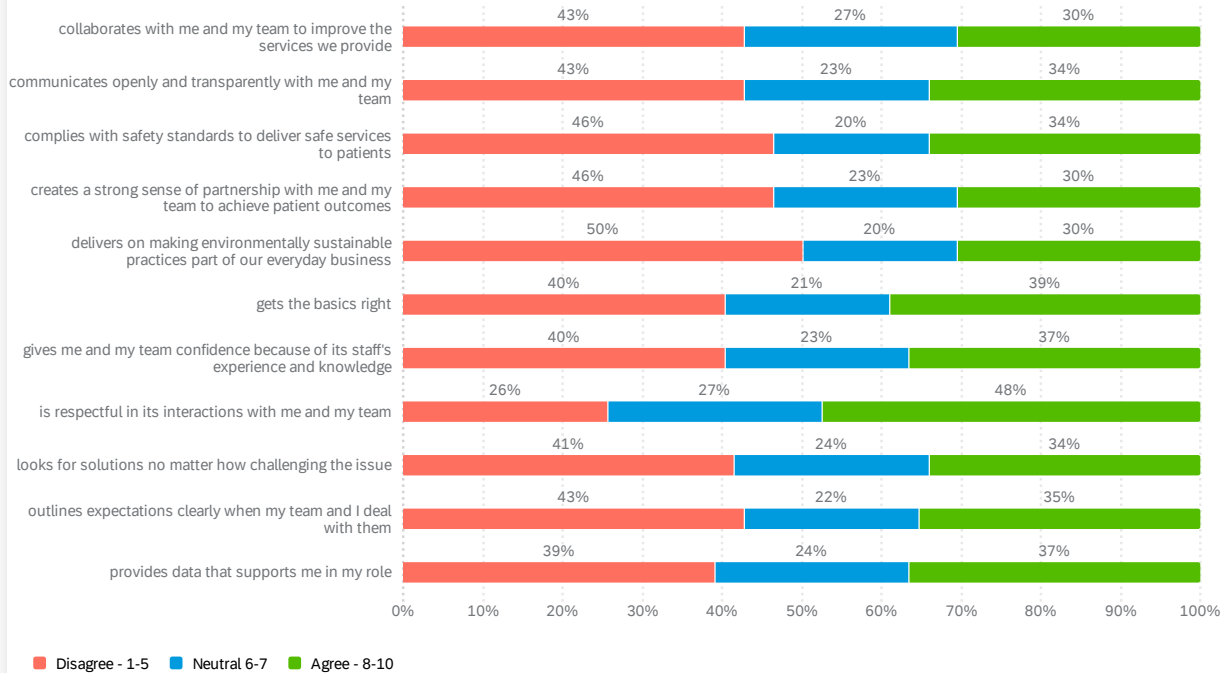
Trust 82



Experience change 82



Driver statements 82



Feedback 41

Generally, the Stafflink Manager Self help is good. However, there is logs and look backs to edits errors that occurred post submission. When Staff enquire payroll issues, the CSA does not respond to the context. i.e. taking into perspective e.g. Roster period.

those processing requests normally do so in a timely manner, however scores reduced due to those in team leader and management positions of this stream - trust and confidence has fallen in the past 12

Improvements 40

intergrated leave calendar, staff to have improved view if they can take leave at a certain time of the year based on the leaves approved on the day. Improve the EOL to have full view of the roster and an integration link with their personal calanders.

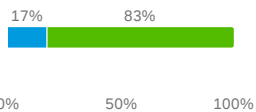
be more aware of and take more interest in understanding stakeholder needs before implementing a change

Satisfaction 12



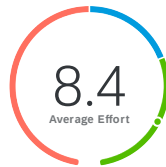
- ▲ +1.8 vs Average (Combined Satisfaction - Service lines) (6.7)
- ▲ +1.6 vs Average (2019 - Enable - Satisfaction) (6.9)

Satisfaction 12



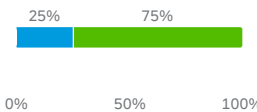
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 12



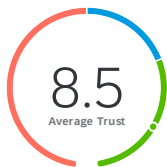
- ▲ +1.8 vs Average (Combined Effort - Service Line) (6.6)
- ▲ +2.2 vs Average (2019 - EnableNSW - Ease of interactions)

Effort 12



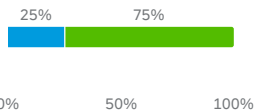
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 12



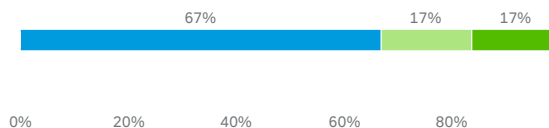
- ▲ +1.6 vs Average (Combined Trust - Service Lines) (6.9)

Trust 12



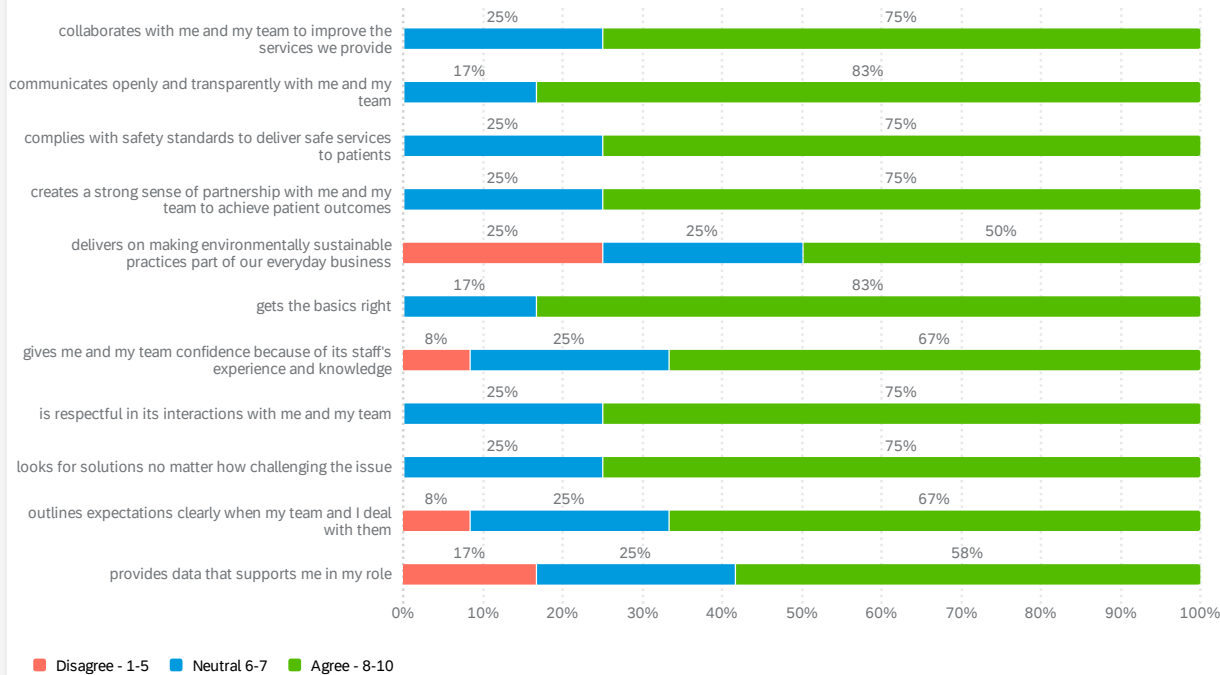
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 12



- Neutral
- Somewhat improved
- Significantly improved

Driver statements 12



Feedback 5

As per previous section feedback

More work in the area of equipment recycling and redistribution needed. Would like to know what happens to e-waste.

Excellent collaboration between EnableNSW and Ministry on AT

Improvements 2

Liaise with manufacturers re reducing packaging or making it more recyclable.

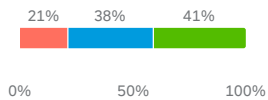
Provide an increased level of equipment training for clinicians. Provide further opportunities for equipment donations.

Satisfaction 29



- +0.3 vs Average (Combined Satisfaction - Service Lines) (6.7)
- +0.5 vs Average (2019 - Financial Shared Services -

Satisfaction 29



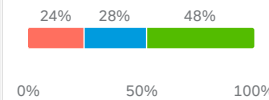
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 29



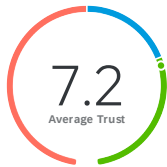
- +0.6 vs Average (Combined Effort - Service Line) (6.6)
- +0.7 vs Average (2019 - Financial Shared Services -

Effort 29



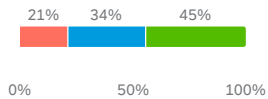
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 29



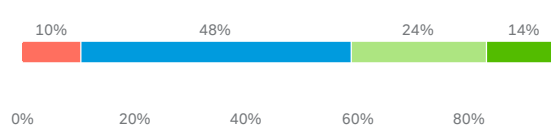
- +0.3 vs Average (Combined Trust - Service Lines) (6.9)

Trust 29



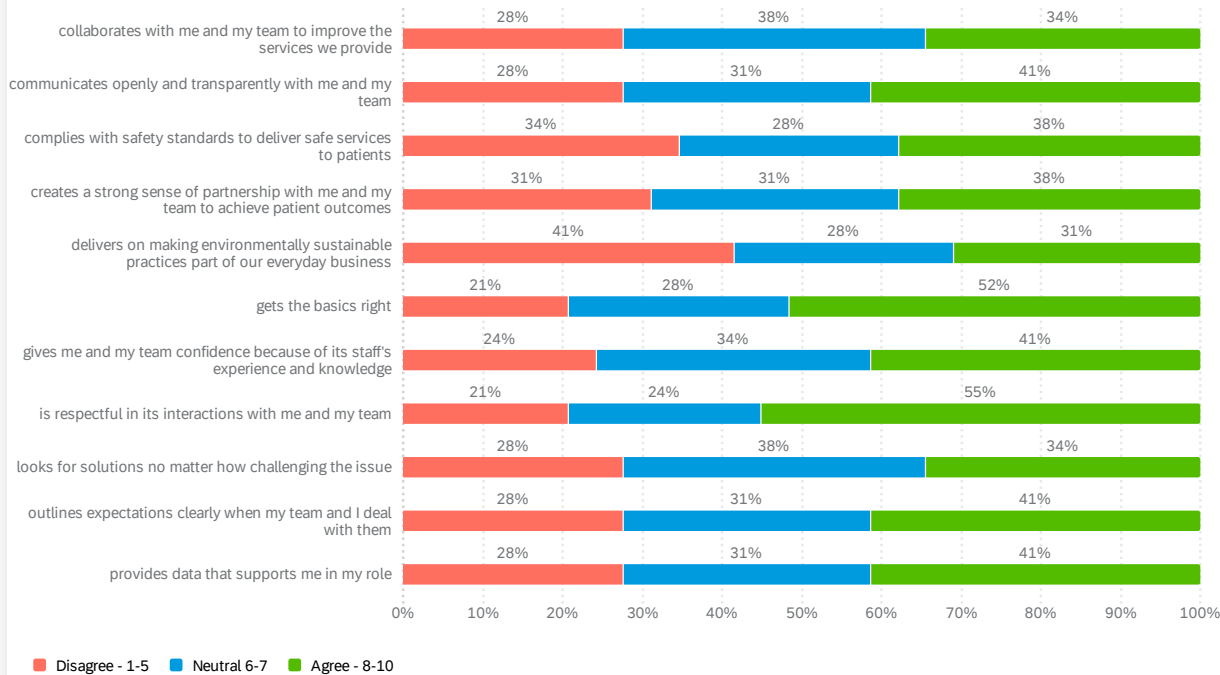
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 29



- Somewhat worsened
- Neutral
- Somewhat improved
- Significantly improved

Driver statements 29



Feedback 13

Some Month-end & Year-end journals are done on our behalf For example: payroll journals & Intercompany journals & asset depreciation journal.

Customer Relationship meeting a good and provide updates with what changes are coming and dicussion regarding Accounts Payable issues.

Improvements 10

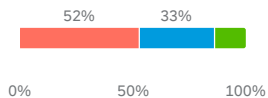
Providing personalized services, unlike a sausage factory, with prompt responses that don't take months with excuses. Being able to efficiently address issues, similar to competent and professional LHD employees, rather than shifting the responsibility to LHD

Satisfaction 21



- 1.6 vs Average (Combined Satisfaction - Service lines) (6.7)
- 1.0 vs Average (2019 - Food Services - Satisfaction) (6.0)

Satisfaction 21



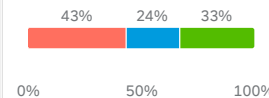
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 21



- 0.6 vs Average (Combined Effort - Service Line) (6.6)
- +0.2 vs Average (2019 - Food Services - Ease of interactions)

Effort 21



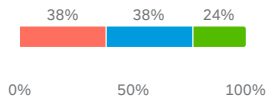
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 21



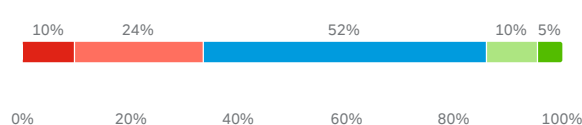
- 0.9 vs Average (Combined Trust - Service Lines) (6.9)

Trust 21



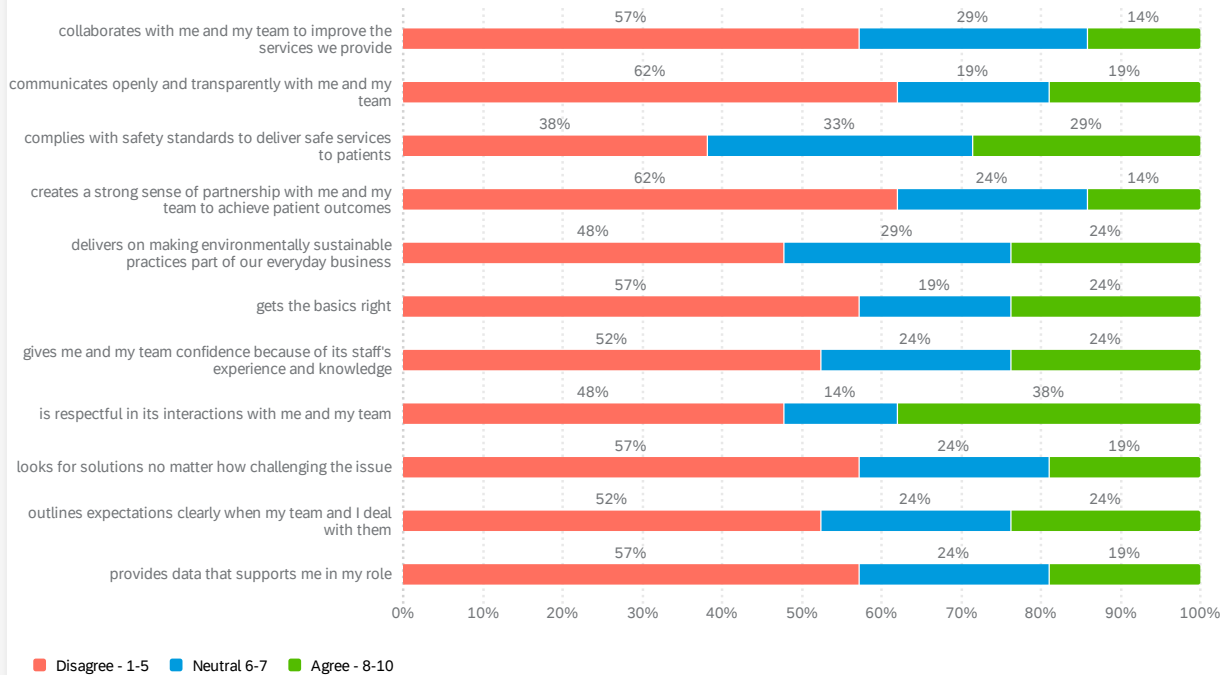
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 21



- Significantly worsened
- Somewhat worsened
- Neutral
- Somewhat improved
- Significantly improved

Driver statements 21



Feedback 10

The service from the staff onsite is excellent, they can only provide what they are allowed. However I consistently receive feedback from patient and residents about the poor quality of the food. It is not reasonable to have an expectation that there will be recovery when the food standard is so poor. The food is not appetising or edible. When chill/cook is the only option, you are supplying substandard food. A reasonable meal is only received if it can be provided aby family and friends

Improvements 12

Completely change the way food is provided across the state

Improve patient meals. Provide an easy feedback process for patients so data can be collected.

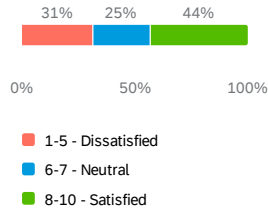
Work on relationships Introduce and environmentally sustainable

Satisfaction 16



▲ +0.2 vs Average (Combined Satisfaction - Service lines) (6.7)

Satisfaction 16

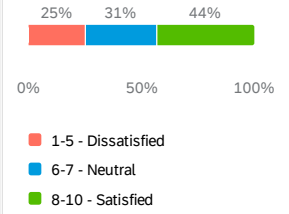


Effort 16



▲ +0.4 vs Average (Combined Effort - Service Line) (6.6)

Effort 16

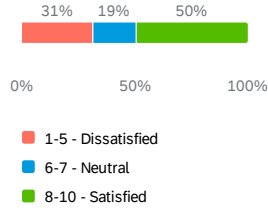


Trust 16

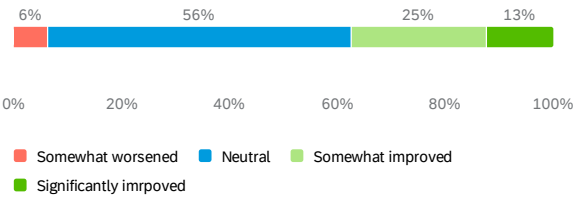


▲ +0.2 vs Average (Combined Trust - Service Lines) (6.9)

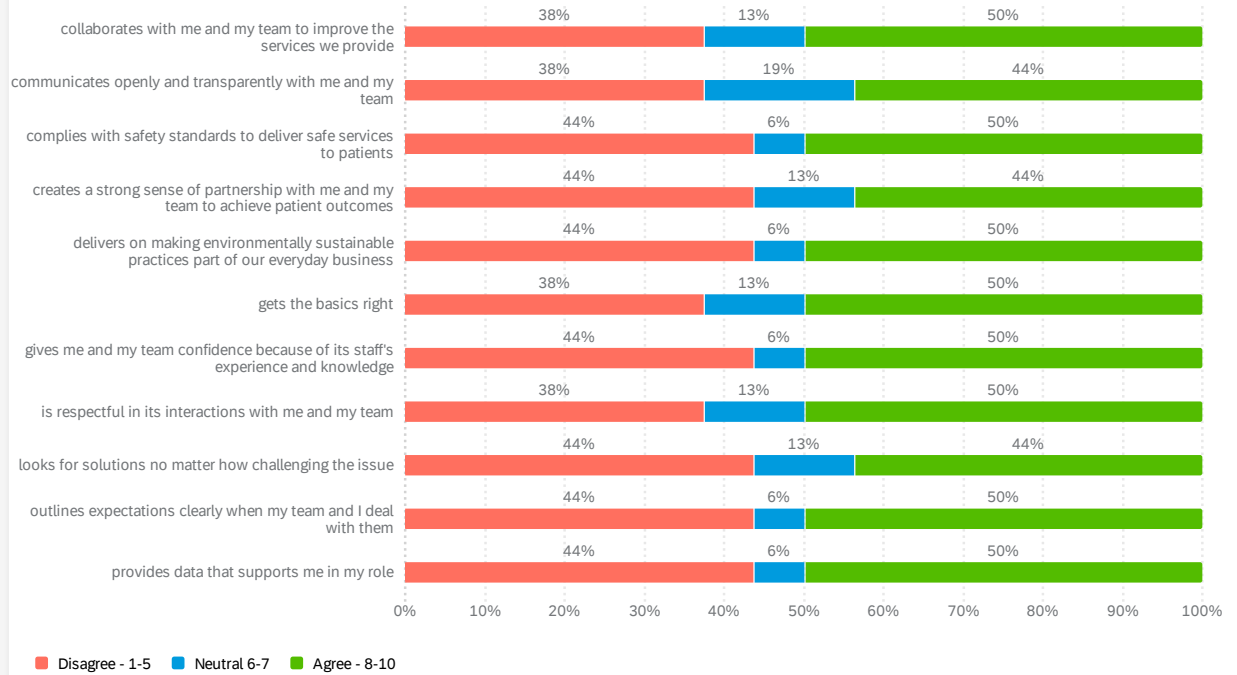
Trust 16



Experience change 16



Driver statements 16



Feedback 5

The team develops and supports great collateral and initiatives. They can be too weeded to how they do things and not seek change.

Good support offered in this area to MOH staff

I have not had a lot of interaction with healthshare but when I talk to

Improvements 4

Nil

not sure

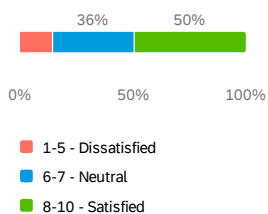
Listen to staff. help staff

Satisfaction 14



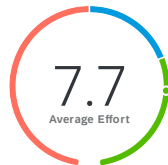
- ▲ +1.1 vs Average (Combined Satisfaction - Service Lines) (6.7)
- ▲ +0.3 vs Average (2019 - Workforce - Satisfaction) (7.4)

Satisfaction 14



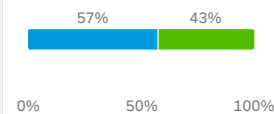
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 14



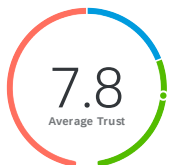
- ▲ +1.1 vs Average (Combined Effort - Service Line) (6.6)
- ▲ +0.3 vs Average (2019 - Workforce - Satisfaction) (7.4)

Effort 14



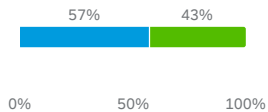
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 14



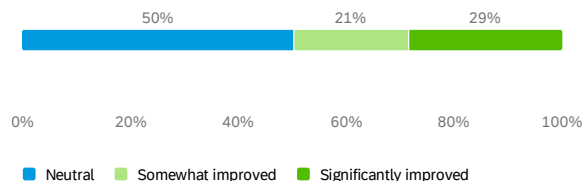
- ▲ +0.9 vs Average (Combined Trust - Service Lines) (6.9)

Trust 14



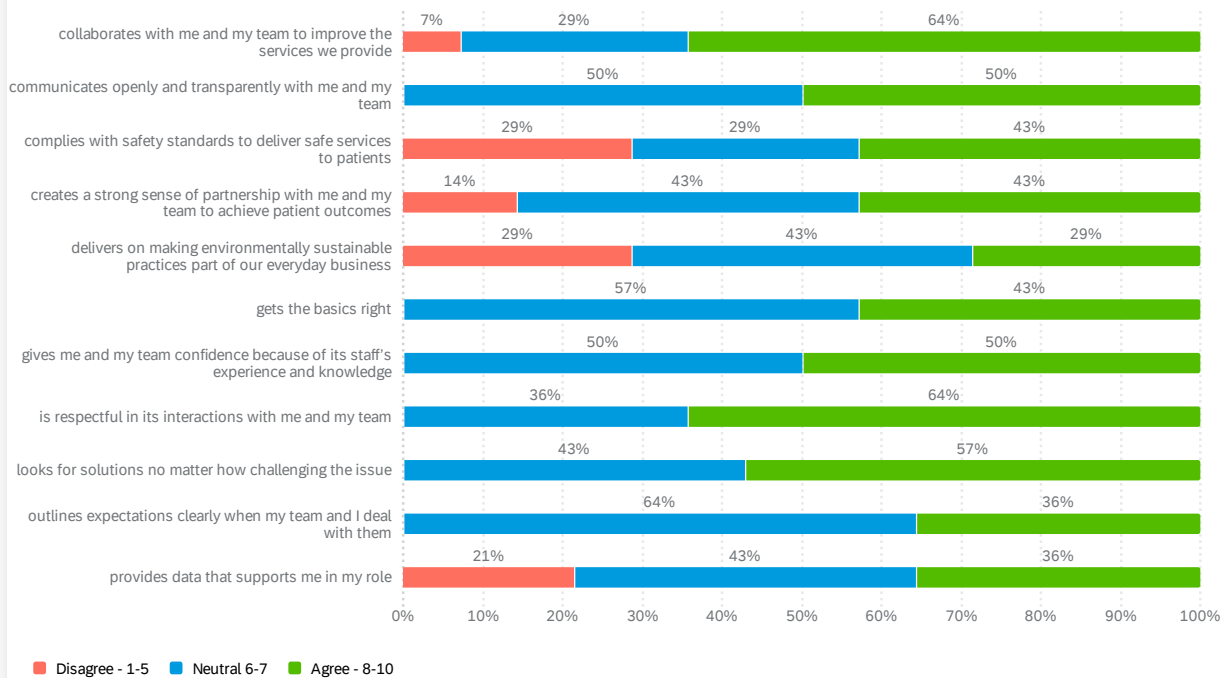
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 14



- Neutral
- Somewhat improved
- Significantly improved

Driver statements 14



Feedback 8

Nancy Makhijani, Manager, HR and Recruitment has been fantastic. I feel like I can always call her and her team to ensure all of my questions can be answered. Nancy's work is of a high standard as well as the ability to main an effective ongoing business relationship with me and the team. Well done!

Staffing changes have improved the experience. Maritza and Nancy elevated the experience and level of support the team receive.

Improvements 5

Improve timeliness of responses regarding requests

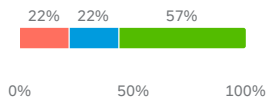
Have appropriate resourcing, i.e. dedicated recruitment business partner to agency that has strong knowledge/skill and experience in recruitment best practice - not just system administration. I believe that navigating multiple pillar agencies and their priorities is challenging for one recruitment business partner. Making this difficult to work effectively. Would suggest ensuring that Recruitment business partners

Satisfaction 23



- +1.1 vs Average (Combined Satisfaction - Service lines) (6.7)
- +0.6 vs Average (2019 - Linen Services - Satisfaction) (7.1)

Satisfaction 23



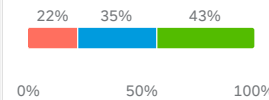
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 23



- +0.9 vs Average (Combined Effort - Service Line) (6.6)
- +0.3 vs Average (2019 - Linen Services - Ease of interactions)

Effort 23



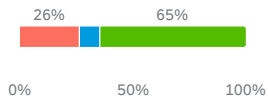
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 23



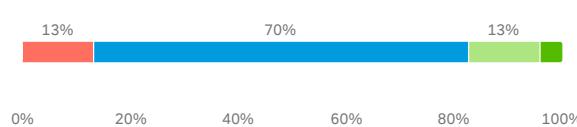
- +0.9 vs Average (Combined Trust - Service Lines) (6.9)

Trust 23



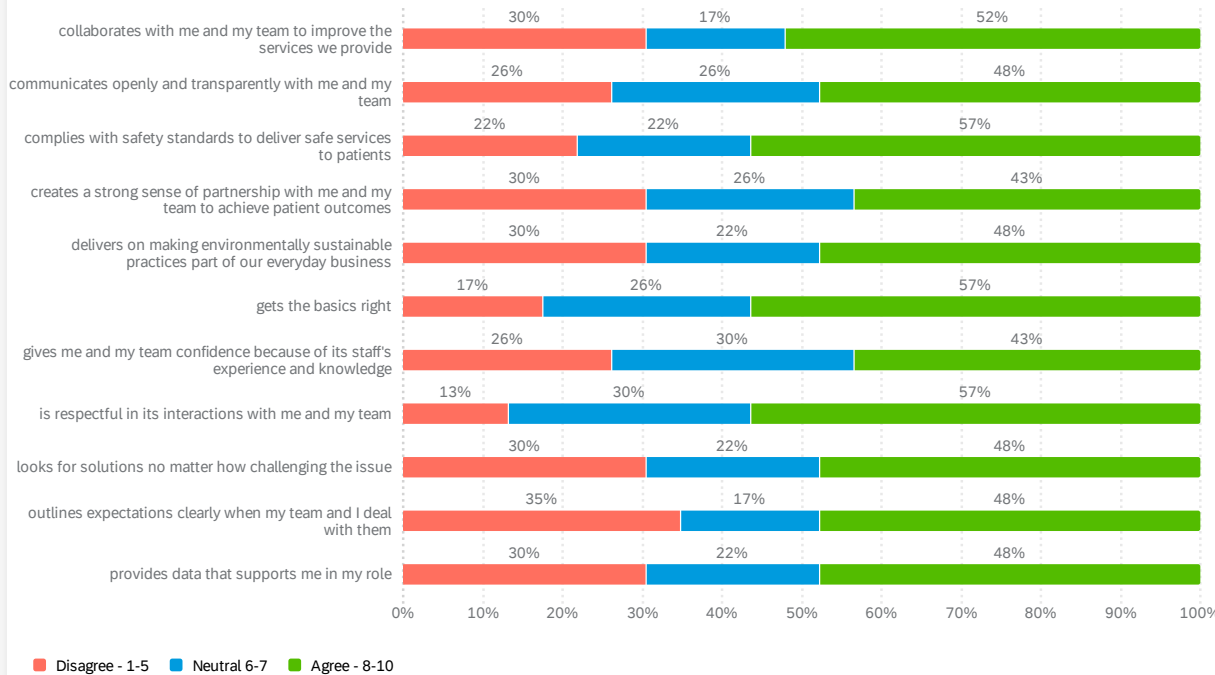
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 23



- Somewhat worsened
- Neutral
- Somewhat improved
- Significantly improved

Driver statements 23



Feedback 13

Belinda for Paramatta Linen Services is excellent in supporting our business. She is able to go the extra mile to accommodate unforeseen circumstances.

Minimal transparency on linen shortages or when unable to provide the linen requested.

Improvements 8

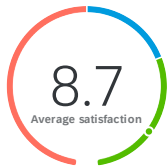
Improved linen request system, particularly regarding operating theatre scrubs available

more open and timely communication

More regular deliveries would be better so we do not have to store so

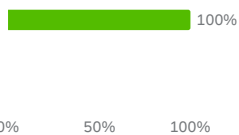
Make Ready Service Report

Satisfaction 3

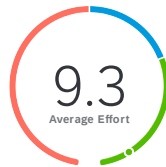


- +2.0 vs Average (Combined Satisfaction - Service lines) (6.7)
- +0.1 vs Average (2019 - Make Ready Service - Satisfaction)

Satisfaction 3

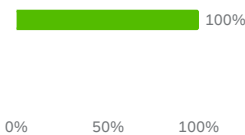


Effort 3

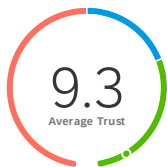


- +2.8 vs Average (Combined Effort - Service Line) (6.6)
- +0.9 vs Average (2019 - Make Ready Service - Ease of

Effort 3

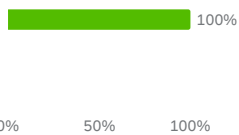


Trust 3

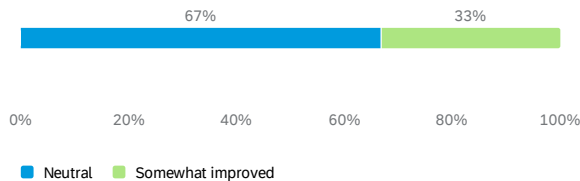


- +2.5 vs Average (Combined Trust - Service Lines) (6.9)

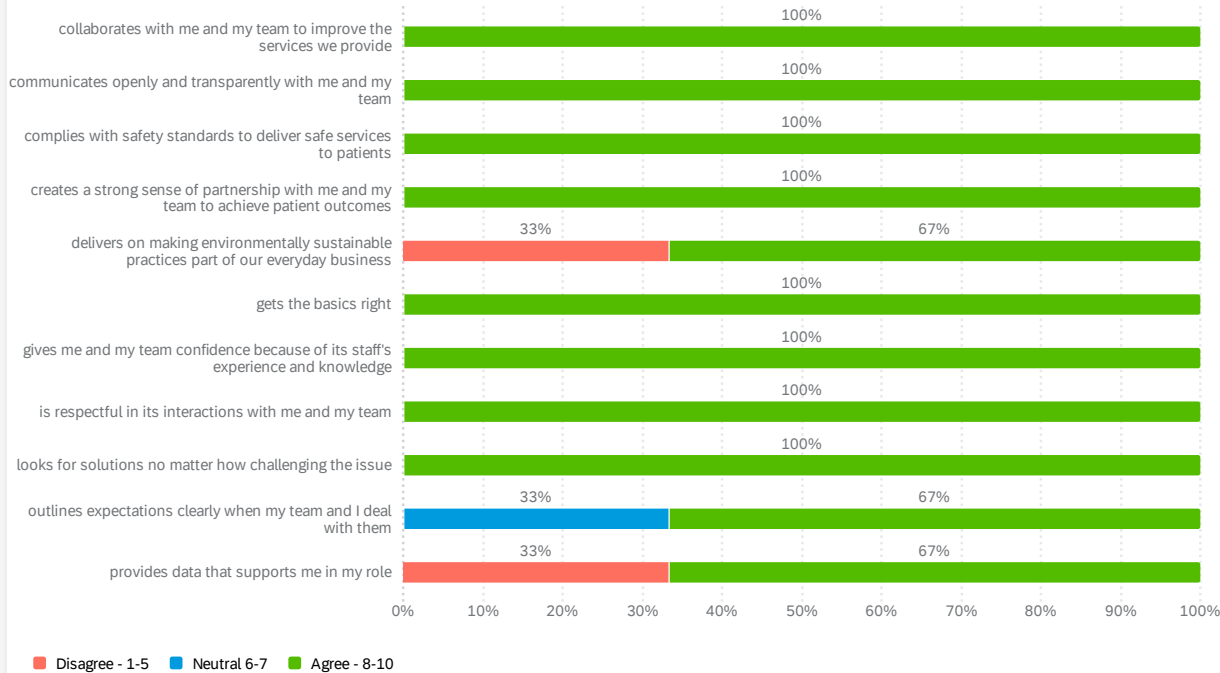
Trust 3



Experience change 3



Driver statements 3



Feedback 2

See previous answers. It's a great service only let down by the quality of the products supplied through HealthShare or a lack of products when essential supplies are on back order.

we have an extremely engaging relationship with our MRT

Improvements 1

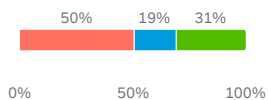
Introduce the current model that exists for Randwick Superstation which includes surrounding stations in its MRT cleaning and Deep cleaning program

Satisfaction 16



- 1.5 vs Average (Combined Satisfaction - Service lines) (6.7)
- 1.2 vs Average (2019 - Patient Support Services - Satisfaction)

Satisfaction 16



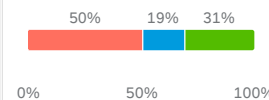
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 16



- 1.4 vs Average (Combined Effort - Service Line) (6.6)
- 1.3 vs Average (2019 - Patient Support Services - Satisfaction)

Effort 16



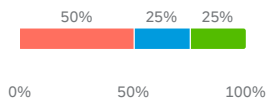
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 16



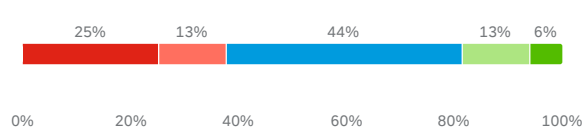
- 1.6 vs Average (Combined Trust - Service Lines) (6.9)

Trust 16



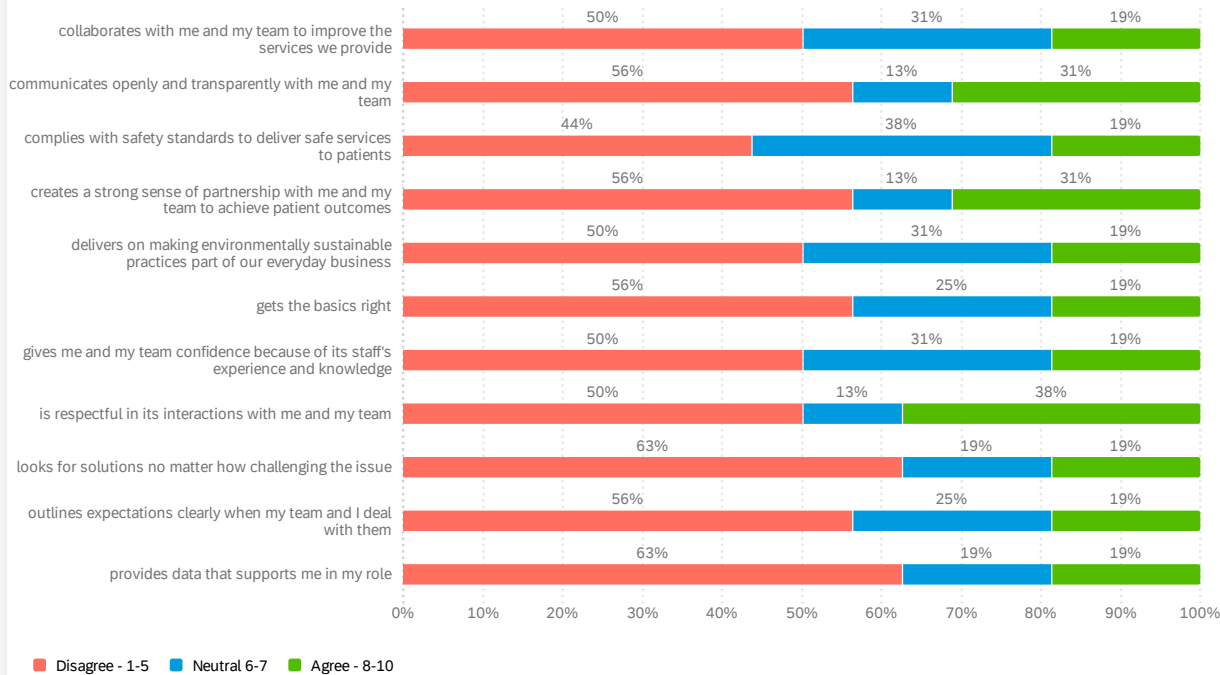
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 16



- Significantly worsened
- Somewhat worsened
- Neutral
- Somewhat improved
- Significantly improved

Driver statements 16



Feedback 7

I have nothing bad to say about Patient Support.

Firstly, I wish to note that the cleaners do a great job! The challenge is lack of accountability and transparency about the delivery of Priority 1 cleaning services which are currently not meeting the standards expected in the Environmental Audit. It is true that there remain challenges to overcome since the transition of the mixed model HSA (cleaner/security) function to the I HD, and we are committed to work

Improvements 6

Going well

Collaborate and work as a team

More staff

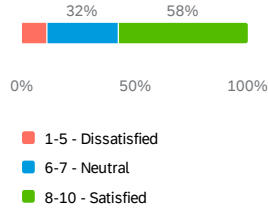
Patient Transport Service Report

Satisfaction 19



- +0.7 vs Average (Combined Satisfaction - Service lines) (6.7)
- +1.0 vs Average (2019 - Patient Transport Service - Satisfaction)

Satisfaction 19

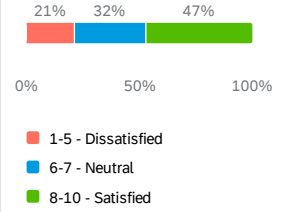


Effort 19

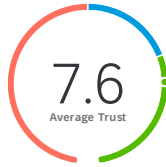


- +0.5 vs Average (Combined Effort - Service Line) (6.6)
- +0.8 vs Average (2019 - Patient Transport Service - Ease of

Effort 19

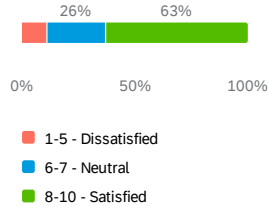


Trust 19

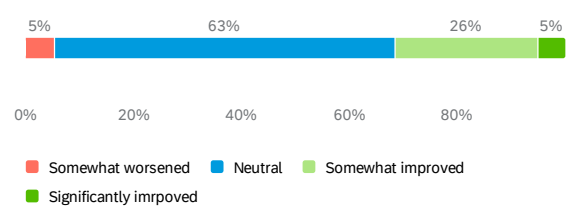


- +0.7 vs Average (Combined Trust - Service Lines) (6.9)

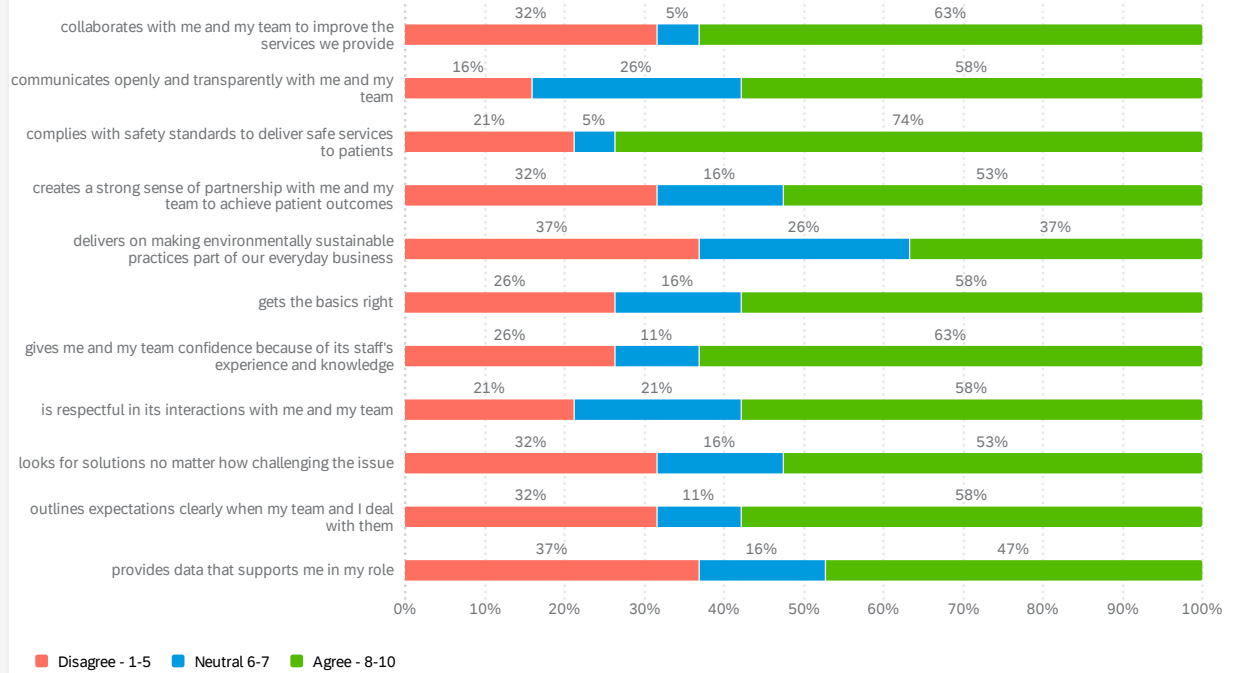
Trust 19



Experience change 19



Driver statements 19



Feedback 7

The new PTS Dashboard is not easy to navigate and draw out specific data when required

PTS flow portal difficult to use/find the right information

Some inconsistencies with dispatching when done through Sydney

Improvements 7

consultation with each LHD to meet their requirements

Upgrade to patient transport portal

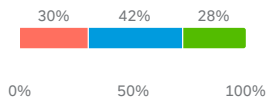
Nil

Satisfaction 64



- ▼ -0.4 vs Average (Combined Satisfaction - Service Lines) (6.7)
- ▼ -0.3 vs Average (2019 - Procurement - Satisfaction) (6.6)

Satisfaction 64



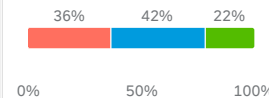
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Effort 64



- ▼ -0.7 vs Average (Combined Effort - Service Line) (6.6)
- ▼ -0.7 vs Average (2019 - Procurement - Satisfaction) (6.6)

Effort 64



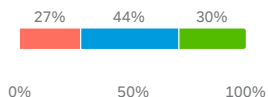
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Trust 64



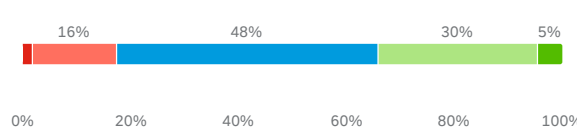
- ▼ -0.3 vs Average (Combined Trust - Service Lines) (6.9)

Trust 64



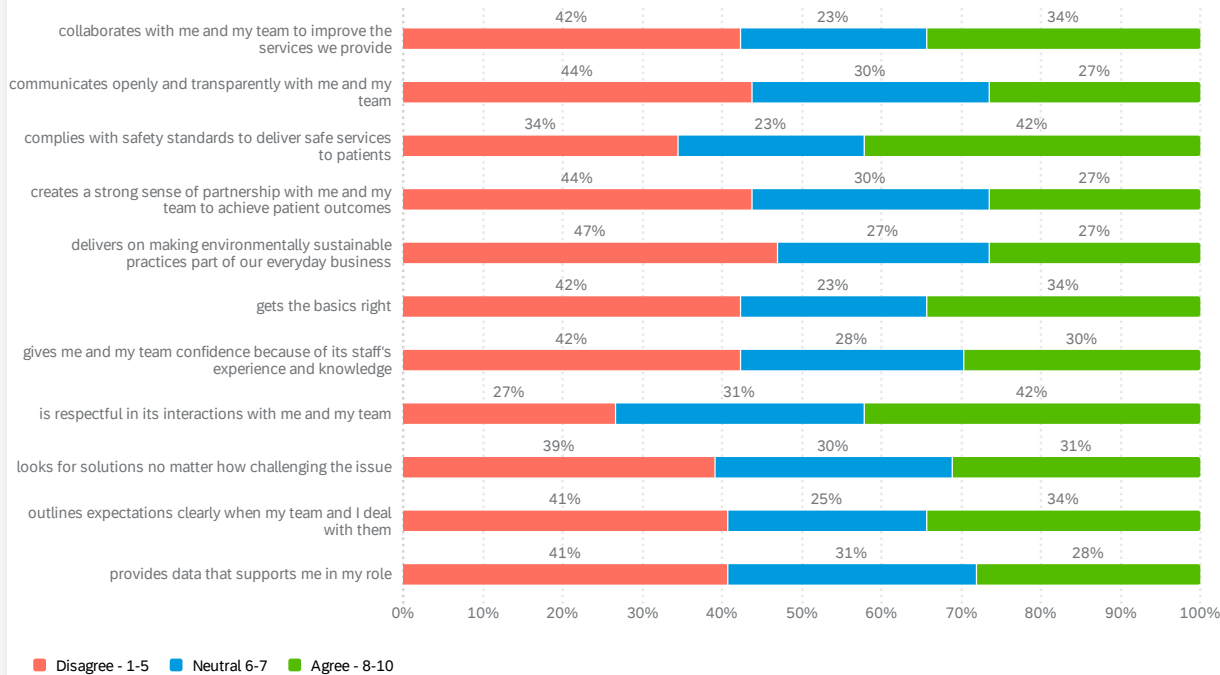
- 1-5 - Dissatisfied
- 6-7 - Neutral
- 8-10 - Satisfied

Experience change 64



- Significantly worsened
- Somewhat worsened
- Neutral
- Somewhat improved
- Significantly improved

Driver statements 64



Feedback 31

Again multiple pillars with the Procurement and Supply Chain, not all functions and interactive internally or with LHD's with the same level of collaboration

eBusiness suite including requisition and procurement functions are not user friendly. It is difficult to know what the correct order process is, and if you are completing it properly, including approval chains.

Improvements 29

Review why there is such a large turnover of staff, engage with LHD's

Improvement to e-Business interface to make it more user friendly.
Improved education for eBusiness suites

Provide a link from superseded / obsolete HIMFs to the replacement

Combined Service Line - Satisfaction



▼ **-0.1** vs Average (Q9 - How satisfied are you with the services provided by HealthShare NSW?) (6.8)

Combined Service Line - Trust

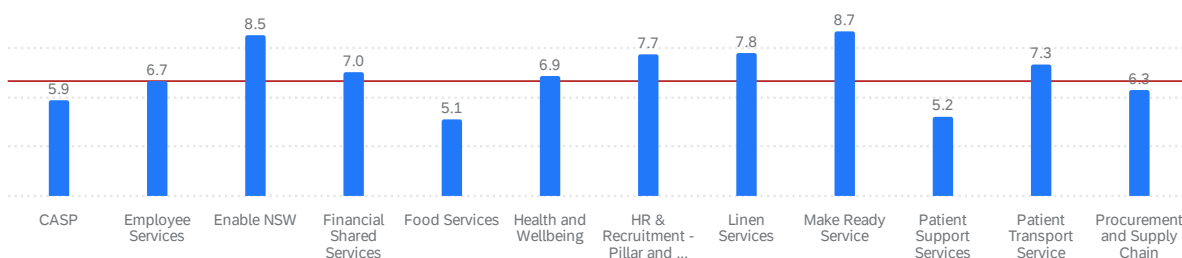


▲ **+0.0** vs Average (Q10 - How much do you trust HealthShare NSW to do what is right?) (6.9)

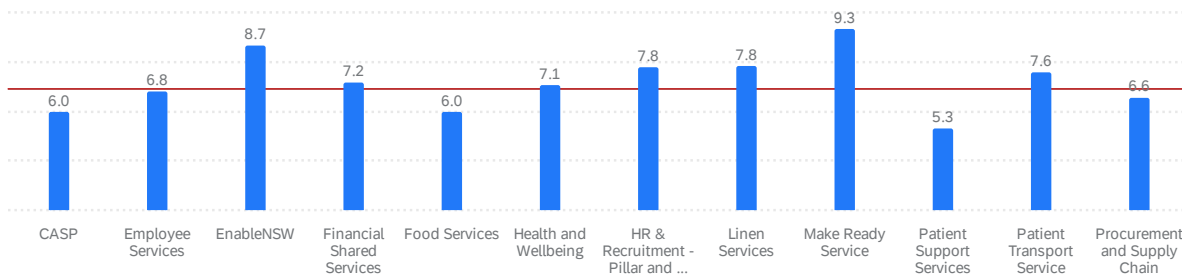
Combined Service Line - Effort



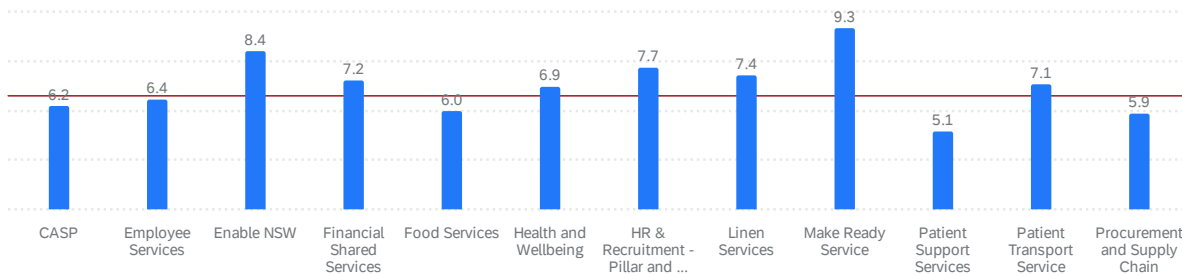
Service Line Satisfaction



Service Line Trust



Service Line Effort



Number with relationship (this includes those who chose not to respond to business line specific questions) 253

