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NSW RESIDENTS HAVE THEIR SAY ON HEALTH SERVICES

More than 200,000 NSW residents will be invited to have their say on public health services as part of the inaugural NSW Health *Annual Patient Survey*, Minister for Health, Reba Meagher said.

Ms Meagher said the survey was being sent to people who received care in a public hospital, outpatient department or community health service in February 2007.

“By collecting first-hand accounts of patient experiences in a range of health settings, we can identify clear opportunities to improve those services and ultimately deliver better patient care,” Ms Meagher said.

“This comprehensive, statewide patient survey is the first of its kind in NSW.

“It will be followed up on an annual basis so those working in the health system can better understand and respond to the needs of patients.”

The survey asks questions about aspects of care that research shows patients value, including:

- Access to care
- Coordination of care
- Patients’ preferences
- Information and education
- Physical comfort
- Emotional support
- Family and friends
- Continuity of care and transition after discharge

Ms Meagher said evaluation of the survey results would be completed by the end of the year.

“The results of this survey will inform regular reports about the things that we are doing well within the public health system as well as the areas where we need to improve,” Ms Meagher said.

“The survey is only one of several strategies being used by NSW Health to gain a more detailed picture of patient experiences within the public health system.

“This survey complements the work of the *NSW Health Survey* in monitoring the factors that impact upon the health of the people living in this state.”

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